

For PMS

SOCIAL WORK

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PMS Social Work Paper-1

1. Define Social Work. Discuss its Historical Background & Development Of Social Welfare In Pakistan.

2. Define Society & Discuss The Characteristics Of Pakistan Society ?
3. Draw A Comparison Between Rural & Urban Society.
4. Define The Term 'Culture' & Discuss The Influence Of Allied (Islamic, European & Indian) Culture On Our Culture.?
5. What Is Meant By 'Social Norms' Discuss In Detail Various Stages/Components Of Social Norms.?
6. Define Socialization & Describe Various Factor Of Socialization.
7. Define Social Institution & Discuss The Function Of Following Institutions In Society(1-Family Institution,2-Religious Institutuin,3- Political Institution,4-Economic institution,5-Educatioal Institution)?
8. Discuss The Importance Of Social Institution In Human Society.
9. What Is The Social Change? Discuss The Factor Voyage, Provoke, Cause Eccelerate Social Change/Also Discuss Hurdles In Social Change.?
10. Define Social Problems & Describe Causes Complication & Solution To Following Social Problems?

- Drug Addition
- Over Population
- Juvenile Delinquency
- Crime
- Child Labor
- Child Abuse And Neglect
- Bonded Labor
- Illiteracy
- Beggary
- Environment
- Violence
- Poverty
- Unemployment.

PMS Social Work

Paper A Headings

Outlines

Q:1. Define Society, What Are The Characteristics Of Pakistani Society?

1. Geographical background	2. Geographical features
3. Population	4. Men power
5. Literacy rate	6. Religious
7. Races	8. Caste system
9. Sectarianism	10. Provincialism
11. Linguistic Provisions	12. Dress-code
13. Food-habits	14. Religious & national festivals
15. Traditions & taboos	16. Supersition & conservatism
17. Uneven distribution of wealth	18. Snobbery / extravagancy
19. Family system	20. Hobbies
21. Social change	22. Professions
23. Unemployment	24. Status of woman
25. Environment & atmosphere	26. Social norms & values
27. Social mobility	28. Leadership

Q:2. Characteristics of Pakistan culture:

1. Islamic culture	2. Respect of mankind
3. Veil / pardah	4. Status of women
5. Masjid	6. Architect
7. Islamic Beliefs	8. Customs & Taboos

9. Fine Arts	10. Language
11. Festivals	12. Education
13. Muslim Brotherhood	14. Pan-Islamism

Q:3. Comparison of Rural and Urban Society.

1. Population	2. Literacy rate
3. Religious attachment	4. Caste system
5. Dress	6. Food habits
7. Traditions & Taboos	8. Family System
9. Hobbies	10. Social change
11. Professional	12. Unemployment
13. Status of women	14. Empowerment
15. Social norms	16. Social mobility
17. Leadership	

Q:4. Impact of European culture on Muslim / Sub-continent / Pakistan culture:

1. Historical background	2. Change in social norm
3. Feudal system	4. Recreation
5. English Language	6. Decline of religious culture
7. Architect	8. Missionaries
9. Material culture	10. Conclusion
11. Industrialization	12. Change in professions
13. Materialism	14. Judicial system
15. Infrastructure development	16. Irrigation system0

Q:5. What are social institutions? Functions of various social institutions.

1. Family (Institution)
2. Religious Institution
3. Political Institution
4. Educational Institution
5. Economic Institution

1) Family Institution Functions:

1. Biological functions	2. Reproduction
3. Breed & brought of child	4. Protection and security
5. Social & economic needs	6. Education & training
7. Religious guidance	8. Marriage
9. Discipline	10. Transformation of protection of cultural heritage
11. Social relationship	12. Political consciousness
13. Recreation	

2) Religious Institution:

1. Metaphysical concept	2. Guideline to character
3. Self-esteem & confidence	4. Spiritual needs
5. Social control	6. Welfare
7. Reformation	8. Unity
9. Recreation	10. Correction of social institutions

3) Education Institution Functions:

1. Transformation and protection of cultural heritage	2. Reconstruction of cultural
3. Socialization of individuals	4. Provision of skilled manpower
5. Inventions & discoveries	6. Civic sense
7. Social development	8. Social change
9. Solidarity	10. Coordination & corporation
11. Rights & Duties	12. Discipline

4) Economic Institution:

1. Provision of goods & services	2. Regulation and cont of services & goods
3. Provision of labour	4. Division of labour
5. Social satisfaction	6. Social relations
7. Dependency	8. Social status
9. Personality development	10. Role in politics

Q:6). Social change? Factors promoting social change, barriers of social change:

1. Inventions	2. Discoveries
3. Diffusion	4. Acculturation
5. Assimilation	6. Social institutions
7. Physical environment	8. Social movements
9. Social mobility	10. Population
11. Expansion in cultural element	12. Continuity in cultural components
13. Mass media	14. Natural resources
15. Fear	16. Natural disasters

5) Hurdles/Barriers in social change:

1. Customs & taboos	2. Ignorance/ Literacy
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3. Poverty	4. Under privileged social setup
5. Underprivileged means of communication / transportation	6. Vested interests
7. Hesitation in accepting invention	8. Habits
9. Rigidity in thoughts & attitude	10. Geographical location
11. Ethnicity	12. Jingoism

Q:7). What are Social Norms? (Expected Social Behavior According to Situation)

- 1) Undefined Acts
- 2) Folkways
- 3) Mores
- 4) Laws

Q:8). Socialization? Factors of Socialization?

Define : “A Process Of Changing Biological Entity Into A Social Entity”

Factors:

- 1) Family
- 2) Peer Group
- 3) Education institutions
- 4) Mass – Media & Communication

Q: 9. Social Problems In Pakistan Society:

1. Population	2. Corruption
3. Energy crises	4. Illiteracy
5. Terrorism	6. Poverty
7. Inflation	8. Health sector problems
9. Child labour	10. Violence against Women

11. Political instability	12. Unemployment
13. Crimes & Law and order	14. Intolerance

Q: 10. Role Of NGO's In Social Development In Pak Society?

1. **Role Of NGO's In Education Sector**
2. **Role Of NGO's In Health Sector**
3. **Role Of NGO's In Child Labour**
4. **Role Of NGO's In Women Rights**
5. **Role Of NGO's In Minority Rights**
6. **Role Of NGO's In Environment Issues**
7. **Role Of NGO's In Youth Development**
8. **Role Of NGO's In Volunteerism**
9. **Role Of NGO's In Bounded Labour**
10. **Role Of NGO's In Free & Fair Elections**
11. **Role Of NGO's In Food Security**
12. **Role Of NGO's In Refugees / Immigrants**
13. **Role Of NGO's In Religious Harmony**
14. **Role Of NGO's In Micro Credit**
15. **Role Of NGO's In Small Enterprise Industrial Development**

Q:11. Social Welfare Admin:

Is a process of policy making organizational development implementation and evaluation of the social welfare activities.

Importance:

- i. Provision of services
- ii. Administrative role
- iii. Collecting and organizing the research based facts

- iv. Analyzing the problem
- v. Determining / the objectives and policy
- vi. Policy making and organizational resources
- vii. Organization structure
- viii. Hiring and recruitment
- ix. Budgeting and finance
- x. Record keeping

Q:12. Social Actions:

Social action is an effort of an individual group of community to integrate suitable changes and reforms to improve socio-economic conditions for better social climate.

Importance:

- i. Bring about useful changes in society
- ii. Introduce Legislative measure
- iii. Eradication of various social problems
- iv. Betterment of the weaker section of society
- v. Mainstreaming of under privileged
- vi. Attainment of satisfactory standards of living.

PMS Social Work Paper-II

- 1. Define Social Work & Elaborate. The Basic Philosophy of Social work Professions?**
- 2. Discuss Basic Objectives & Principles of Social Work Practice/ Professions?**
- 3. Discuss How Social Work Is A Profession & Draw A Comparison? Between Professional Social Work & Voluntary Social Work?**
- 4. What Is The Concept Of Social Welfare In Islam? Discuss In The Light Of Right & Responsibilities Of An Individual In Islamic Society?**
- 5. Define Social Case-Work Along With Its Elements & Objectives?**
- 6. What Are Various Phases & Steps In Social Case-Work & What Is The Role Of Professional Case-Worker?**
- 7. Define Social Group Work Along With Its Principals & Objectives?**
- 8. What Are Various Fields Of Practice In Social Group Work & Discuss The Role Of Professional Group Worker At Various Stages In Group Development?**
- 9. Discuss Community Development, What Are Various Phases / Steps In Community Development Process?**
- 10. What Is The Role Of Community Worker In The Light Of Principals Of Community Development?**
- 11. Define Social Research, What Are The Steps & Phases In Social Research?**
- 12. Write A Note On The Role Of Social Welfare Agencies / N.G.O In The Socio-Economic Development Of The Country?**

Headings

Q:1 Define Social Work. What Are The Objectives Of Professional SW?

Ans: Definition:

Social Work Is A Professional Activity Aiming At The Solution Of Various Social Problems Faced By An Individual, Group or Community, While Restoring Their Social Functioning And Ensuring Satisfactory Standards Of Living.

Objectives:

1. Harmony in the Society.
2. Healthy Social Relationships.
3. Satisfactory Standards Relationships.
4. Satisfactory Standards Of Living.
5. Civic Sense And Social Responsibility
6. Awareness of The Muds And Problems.
7. Self-Help And Self-Reliance
8. Eradication Of Useless Taboos

Q.2 Define Social Work, What Are Basic Principles Of Social Work?

Ans: Principles:

1. Principles of Acceptance.
2. Principles of Confidentiality.
3. Principles of Participation.
4. Principles of Communication.
5. Principles of Self-Awareness.
6. Principles of Determination.
7. Principles of Impartiality / Individuality

Q.4 Difference Between Professional Social Work And Voluntary Social Work?

1. Education & Training
2. Salary
3. Basic Principles
4. Code Of Ethics
5. Basic Philosophy
6. Methods Of Social Work
7. Equality
8. Social Welfare Institutions
9. Self-Dependency / Reliability
10. Cooperation / Coordination's
11. Restoration Of Society
12. Transformation Of Knowledge
13. Planning / Policy Making

Q.5 What Is Relationship Of "Social Work" With Other Social Sciences?

1. Social Work and Sociology.
2. Social Work and Anthropology.
3. Social Work and Psychology.
4. Social Work and Pol Science.
5. Social Work and Law.
6. Social Work and History.
7. Social Work and Communication Studies.

Q.5 What Are The Methods Of Social Work?

1. **Primary Methods / Direct Methods.**

- I. Social Case Work
- II. Social Group Work.
- III. Community Development
- 2. Secondary / Indirect Methods.**
 - I. Social Research
 - II. Social Welfare Administration
 - III. Social Action

Social Case Work

Q.6 What Is Social Case Work? What Are The Basic Principles Of Social Case Work?

Ans: Social Case Work:

Social Case Work Is A Method Which Help The Individual Clients To Effect Better Social Relationships And A Social Adjustment That Makes It Possible For Them To Lead A Useful Life.

Principles:

- I. Principle Of Request
- II. Principle Of Acceptance
- III. Principle Of Participation
- IV. Principle Of Individuality
- V. Principle Of Confidentiality
- VI. Principle Of Communication
- VII. Principle Of Self-Awareness
- VIII. Principle Of Self-Determination

Q.7 What Are The Objectives Of Social Case Work?

1. Strengthening The Ego
2. Nourishing The Attitude & Behavior
3. Establishment Of Healthy Relationships
4. Restoration In The Society
5. Addressing Psychological Disorders
6. Self-Help And Self-Reliance

Q.8 Fields Of Social Case Work?

1. School Social Work
2. Medical Social Work
3. Welfare Of Criminals And Juvenile Delinquents,

Q.9 What Are The Components Of Social Case Work?

1. Person
2. Problem
3. Place **{5Ps}**
4. Process
5. Professional Case Worker

Person	Problem	Place	Process	Professional Case Worker
1. Individual Under Stress 2. Disadjusted In Society 3. Seeking Solution 4. Approaching Case Worker	1) Hurdle In Social 2) Functioning 3) Chain Reaction 4) Unfulfilled Desire 5) Understanding of Problem	1) Social Agency 2) Policy Of Agency 3) Nature Of Agency 4) Services Of Agency	1. Study 2. Diagnosis 3. Treatment 4. Followup	1) Representative of Agency. 2) Accept the client request 3) Record keeping rehabilitation. 4) Follow the policy 5) Professional Relationships 6) Co-ordination with other Agencies. 7) Planning & Development

Q.10 What Is The Process/Strops/Phases Of Social Case Work?

Ans:

1. Study
2. Diagnosis
3. Treatment
4. Follow-up

Study	Diagnosis	Treatment	Follow-up
<ol style="list-style-type: none">1. History & Background2. Multi Dimensional Info3. Reality Of The Problem4. Psycho-Social Background5. Maintaining Biodata6. Interviewing7. Approaching The Facts8. Record Keeping9. Source Of Knowledge	<ol style="list-style-type: none">1. On The Basis Of Study2. Finding The Root Cause3. Multi Dimensional Analysis4. Professional Opinion5. Bridging Study & Treatment6. Importance	<ol style="list-style-type: none">1. Provision Of Services2. Environmental Manipulation3. The Repautic Interview4. Behavioral Change5. Psychological Support	<ol style="list-style-type: none">1. Follow-up2. Post-treatment Home Visits3. Advantages

Social Group Work

Q.11 What Is Social Group Work? What Are The Basic Principles Of Social Group Work?

Social Group Is Method Of Working With The People In Group For Enhancement Of The Social Functioning And Achievement Of The Socially Desired Goals.

Principles of Social Group Work:

1. Principle of Planned Group Formation.
2. Principle of Specific Objectives
3. Principle of Purposeful
4. Principle of Individuality
5. Principle of Group Interaction
6. Principle of Flexible Policy Making
7. Principle of Self- Determination
8. Principle of Programme Planning
9. Principle of Resources Utilization
10. Principle of Evaluation

Q.12 Components Of Social Group Work?

1. Group
2. Agency
3. Group Worker

Group	Agency	Group Worker
<ol style="list-style-type: none"> 1. Having specific objectives 2. Collective objectives 3. Discipline & Manners 4. Changing Attitude & Behavior 5. Mutual Respect 6. Democratic 7. Democratic 8. Democratic 	<ol style="list-style-type: none"> 1. Value of services 2. Specific & Specialization 3. Budget, staff 4. Corporate Culture 	<ol style="list-style-type: none"> 1. Organizes the group 2. Analysis group needs 3. Formation of objectives 4. Planning & coordination 5. Attendant & technical guidance 6. Record Keeping 7. Solving group disputes 8. Bridging between agency and group 9. Enhancement of Various Skills

Q.13 What Are the Objectives Of Social Group Work?

Ans:

1. Satisfying basic needs
2. Provision of education & training
3. Skill development
4. Recreation
5. Enhancement of capabilities
6. Attitudinal modification.
7. Discouraging negative mind sets
8. Provision of democratic atmosphere
9. Coordination & cooperative
10. Discipline
11. Leadership

Q.14 Fields of Social Group Work?

1. Women welfare
2. Child welfare
3. Youth welfare
4. Welfare of senior citizens
5. Welfare of physically & mentally disabled / handicapped

Q.15 What Are Stages Of Group Development In Social Work?

1. Pre-Group Stage
2. Developing Stage
3. Mature Stage
4. Declining Stage

Community Development

Q.16 Community Development? Principles?

Ans: Community Development:

“A process of solving community problems while utilizing community resources with the active participation and leadership of community people”.

Principles of CD:

1. Principles of respect
2. Principles of self-determination
3. Principles of participation
4. Principles of self-help
5. Principles of need fixation / prioritization
6. Principles of equal opportunity
7. Principles of co-ordination & planning

8. Principles of resource utilization
9. Principles of programme planning (cultural concerns to be kept in mind)
10. Principles of Flexibility
11. Principles of guidance

Q.17 What Are The Steps / Phases / Methods / Precess Of Community Development?

Ane:

1. Study
2. Planning
3. Execution
4. Evaluation

Study	Planning	Implementation	Evaluation
<ol style="list-style-type: none"> 1. Background 2. Economic structure 3. Educational structure 4. Needs & profile 5. No. of affectees 6. Felt needs 7. Existing resources 8. Key persons 9. Cultural patterns 10. Collective behavior 	<ol style="list-style-type: none"> 1. It is a paperwork 2. Felt need 3. Start with easy task 4. Ensure community participation 5. Alignment with Govt / national prog / policy 6. Compatible with community resources 	<ol style="list-style-type: none"> 1. Organization of the community 2. Committees & sub-committees 3. Supervision by its people 4. Coordination 5. Eradication of hurdles 6. Suggestions / consultations 7. Motivation & enforcement 	<ol style="list-style-type: none"> 1. Impartial evaluation 2. Evaluation of study, planning and implantation 3. Due appreciation 4. Analyzing nature of coordination 5. Achievements and failure 6. Role of supervision

Q.18 Role of Professional Social Worker For All (Social Work, Case Work, Group Work, Community development)

1. Leader
2. Coordinator
3. Mentor / Expert
4. Liaison
5. Expert
6. Consultant
7. Moderator
8. Guide
9. Trainer
10. Mobiliser
11. Planner
12. Supervisor
13. Representative
14. Educator
15. Capacity builder
16. Psychological support provider
17. Motivator
18. Counselor

Q.19 Social Research:

Steps / Phases In Social Research.

1. Selection of the topic
2. Literature
3. Hypothesis formulation
4. Research design
5. Data collection
6. Data analysis

7. Research report

Q.20 Social Research Methods

1. Survey
2. Content analysis
3. Experiment
4. Field research
5. Comparative historical
6. Participant observation

ELABORATE SOCIAL WORK AND SOCIAL WORK PRACTICE IN BROAD VIEW

Social work has been a product of an increasingly complex world that makes it difficult for people to meet their needs effectively through conventional interaction with family, friends, neighbors and the various social institutions. Social work is a profession through which help is provided to the different segments of the society. Social work is a profession committed to improving the quality of life for people through various activities directed towards social change. To deal effectively with such a wide range of individual and institutional change, social work has become a profession characterized by diversity of clientele, knowledge skills and diversity of service provided. Social worker view diversity as a strength.

It has been possible to describe social work practice but is more difficult to produce a definition of this profession that is sufficiently specific and concise to be useful. Although definitions of social work bound in texts, legislations that licenses social workers and in other professional literature, there is no universally accepted definition. Perhaps the diversity of settings and methods of practice or even the emerging nature of social work has interfered with the development of a widely accepted definition. As a profession that emerged in response to these changes, its public sanction evolved gradually and a clear conceptualization or professional definition was elusive.

A theme that provides an understanding of social work is the focus of this profession on helping to improve social functioning. Social functioning is the manner in which people interact with their environment with the people and social institution with which they come

in to contact. Social worker help to facilitate change in social functioning between people and social institutions in order to solve problems or to enhance the qualities of already adequate functioning.

The definition of social work has gone through several cycles. The early efforts to describe social work were perhaps best exemplified by Mary Richmond in her classic book, *Social diagnosis*, in 1917. The American Association of social workers convened a meeting of agency executives in Milford, Pennsylvania in 1923, in order to define social case and each successive year the communalities hidden among differing social work practice organizations merged in to the National Association of Social Worker NASW. The process completed in 1955. A critical step was the publication of the “Working Definition of Social Work Practice” in 1958. In the 970s and early 1980s NASW published three special editions of *Social Work* that presents substantial debate and discussion, but not conclusions about nature of social work. A definition of Social Work was adopted by the NASW Board of Directors 1970 represents the latest official definition of this profession. Although there is not complete agreement that this definition adequately describes social work, it has acquired strength through the sanction of social workers professional association. It was defined as;

“Social Work is the professional activity of helping individuals, groups, or communities enhance or restore their capacity for social functioning and creating social environment favorable to that goal. Social Work practice consist of the professional application of social work values principles, and techniques to one or more of the following ends: helping people obtain tangible services, helping communities or groups provide and improve health service and participating in legislative process. The practice of social work requires knowledge of human behavior of social,

economic, and cultural institution, and cultural institution, and of the interaction of all these factors”.

Now we look at this definition in detail;

“Social Work is the professional activity of helping individuals, groups, or communities enhance or restore their capacity for social functioning and creating social environment favorable to that goal”.

It is a professional activity that requires a particular body of knowledge, values and skills as well as discrete purpose to guide the practice of the social worker. The remainder of the sentence captures the uniqueness of social work. It makes it clear that social workers serve a range of client systems that include individuals, families or other household units, groups, organizations, neighborhoods, communities, organization and even larger units of the society. However the unique preparation and competence of the social worker is directed toward helping those systems interact more effectively with persons or social institution that have an impact on them. The term social functioning interaction of person with society, captures the social worker’s effort to help people whether individuals or collectives, change their functioning to create more satisfactory forms of social interaction. The central social work focus is places at the interface between or the meeting place of person and environment. Social functioning is a helpful concept because it takes in to consideration both the developmental characteristics of the person and the forces from the environment. It suggests that a person brings to the situation a set of behaviors, needs and beliefs that are the result of his/her unique experiences from birth. Here in lies the uniqueness and the relevant environment to improve the quality of their interaction. In contrast, the physician is primarily prepared to treat physical aspect of the individual and the larger environment. The social

worker however, gives secondary attention to the individual and the environment separately, and directs primary attention the manner in which they relate to each other. In other works, the social worker is primarily engaged with in facilitating transaction between the person and environment. Following picture depicts this unique focus of social work that is both person and environment.

“Social Work practice consists of the professional application of social work values, principles, and techniques to one or more of the following ends: helping people obtain tangible services, counseling and psychotherapy with individuals, families and groups, helping communities or groups provide and improve health services and participating in legislative processes”.

This part of NASW definition directs attention what social workers do. The payoff for the clients of social workers, whether they are individuals, groups or various social institutions, is in the services provisions tangible items such as food’ housing clothing or financial assistance. They might also include social services or more intangible forms of helping such as using counseling or group process skills to help people solve problems or to improve their functioning relative to their interactions with other people or with various social institutions. Finally, social workers engage in the use of social action techniques to improve the functioning of community groups and organizations or to influence the legislative process to make the laws more responsive to human needs.

“The practice of social work requires knowledge of human behavior of social, economic, and cultural institutions; and of the interaction of all these factors”.

Definition concludes with recognition that social work practice must also be guided by knowledge. The social worker is obligated to provide the best service possible. To get the maximum benefit one must have the knowledge of human behavior and larger society. First he/she must gain both general knowledge about aspects of the human conditions and specific technical knowledge required for social work.

PURPOSE/ OBJECTIVE OF SOCIAL WORK

Social work practitioners serve clients toward specific objectives while the means of accomplishing those objectives vary according to the unique circumstances of each problematic situation. The activities of all objects of the profession. These goals unify the profession and assist members in avoiding the development of perspectives limited to particular practice settings.

Council of social work education (CSWE) describes the social work as having six purposes;

1. Help people enlarge their competence and increase their problem solving and coping abilities. People who employ social work services are typically overwhelmed by their difficulties and have exhausted their coping resources. Practitioners intervene in the following ways;

Assist client to view their difficulties from a fresh perspective, consider various remedial alternatives, foster awareness of strengths and mobilize both and latent coping resources, enhance self awareness, and teach problem solving strategies and interpersonal skills.

2. Help people obtain resources. People often have little knowledge about various available resource systems, so practitioners often perform their role of broker in referring people to resources system such as public legal services, health care agencies, child welfare divisions and family counseling services.

DEFINE SOCIAL WORK AS A PROFESION

Social work as a profession is young however, it is compulsory for any profession that it should have its specified and scientific definition, field of practice, body of knowledge, code of ethics, and above all professional responsibility of the professionals. Following are the essential characteristics which distinguish a profession from an occupation.

1. Body of Knowledge

A profession must have a body of knowledge. In respect or systematic body of knowledge social work has made a good start though in comparison with other professions it was yet to go a long way, a careful study of the researches conducted in the field of social work makes it clear that there is already a good beginning in this field.

2. Communicable Knowledge and Skills

The knowledge and skills of a profession must be communicable to others (not only theoretical but also practical). This demand for established field of practice for social work professionals. Initially there was only medical and psychiatric setting where social work practice was established in different hospitals and psychiatric settings. However with the passage of time practice expanded from community development to group work and further specialized services of individuals, groups, communities and organizations. Now social work is practiced in diverse fields with verity of populations. All students studying social work do practicum as major part of their Social Work Master degree.

3. Public Interest

A profession must be responsive to public interest and well being of people. Social Work demands from its practitioner's formal and technical knowledge about human growth and behavior, human relations, methods of social work and their application in the practical field for the amelioration of human suffering and promotion of social well being and also for the advancement of profession.

4. Code of Ethics

A profession must have a code of ethics to guide its practitioners. Social Work equally satisfies the criterion of code of ethics. It has developed certain basic values and code of ethics which guide the social work practitioners in their professional work.

5. Professional Responsibility

The professional persons must assume the responsibility of spreading professional knowledge and advancement of profession. In advanced countries like United States of America social work has got professional associations like National Association for Social Workers to devise ways and means for development of the profession. In developed countries where social work is considered as very strong profession and elections are decided on the basis of welfare incentives party announce for the general public, such associations are very strong. There are not only associations for all social worker but also separate associations of social work practitioners and educators are also established to set standard of practice and to safeguard the rights and interest as professionals.

Critical perusal of Social Work in the light of the above criteria shows that it satisfies almost all of them. It is an enabling profession which seeks to help people to help themselves.

VALUES BASE OF SOCIAL WORK

Value base required for social work practice

It is important for worker to be able to distinguish between values and knowledge and to be aware of the role each plays. The worker frequently must make decisions based on values rather than on knowledge. Pincus and Minahan (1973) concisely defined the difference between values and knowledge as;

“Values are beliefs, preferences, or assumptions about what is desirable or good for human being. They are not assertions about how the world is and what we know about it, but how it should be. As such, value statements cannot be subjected to scientific investigation; they must be accepted on faith. Thus we can speak of a value as being right or wrong only in relation to the particular belief system or ethical code being used as a standard.

What we will refer to as knowledge statements, on the other hand, are observations about the world and man (human) which have been verified or are capable of verification...”

The council on Social Work Education emphasizes that;

Among the values and principles that must be infused throughout every social work curriculum are the following:

1. Social worker’ professional relationships are built in regard for individual worth and dignity and are furthered by mutual participation, acceptance, confidentiality, honestly and responsible handling of the case.
2. Social workers respect people’s right to make independent decisions and to participate actively in the helping process.
3. Social workers are committed to assisting client system to obtain needed resources.

4. Social workers strive to make social institutions more humane and responsive to human needs.
5. Social workers demonstrate respect for and acceptance of unique characteristics of diverse populations.
6. Social workers are responsible for their own ethical conduct, the quality of their practice, and further study to seek continuous growth in the knowledge and skills of the profession.

6. Cause of Problem

Problems of living are often produced by inadequate knowledge and/or coping mechanisms. By gaining knowledge and learning new skills, people often not only resolve difficulties but also achieve personal growth in the process.

7. Maximum Independence

Social worker has a responsibility to assist people in to achieve maximum independent. Clients grow in strength as social worker promotes independent action.

8. Self Awareness

Awareness of self is the first step to self realization; astute and sensitive understanding by social workers facilitates self-understanding by clients.

9. Environmental Change

Social worker has a responsibility to work toward changing environmental influences that adversely affect clients.

10. Human Growth is Purposive and Goal Oriented

Human behavior is purposive goal oriented, although the purpose and goals are often not readily discernible. Human does not 'naturally' behave in a rational manner they are by birth 'amoral' and asocial'.

11. Human Growth occurs in the Context of Relationship

Human growth occurs in the context of relationship with other human beings. Growth in helping relationships is fostered by the power of love, manifested by acceptance, respect, concern, encouragement and affirmation of client's self worth. All human behavior is the result of the interaction of biological organism and its environment.

ELABORATE THE DIFFERENCE BETWEEN VOLUNTARY & PROFESSIONAL SOCIAL WORK

Voluntary social welfare is traditional welfare. It aims at a change of the pattern of the life of the whole community. Voluntary social welfare means the work for the welfare of the society without pay and reward just for seeking spiritual and religious gratification.

In other words we can say anybody who does anything for the betterment of the society without pay is called voluntary social worker. He works with the religious zeal and with social mission. He also caters to be popular in the society. Much of what we find today in the field of social welfare is the result of vigorous moments and the activities of the reformers or volunteers in the past. Social forms are naturally the field of the voluntary social welfare.

In social welfare has its own importance and it can never be ignored.

Main Differences

Following are the main differences between voluntary and professional social work.

1. Training & Education

For a professional social worker training and education of social work is necessary but voluntary social worker is not expected to have necessary education and training of social work.

2. Return for Services

Professional social workers always receive salary in return of his services whereas voluntary social worker does not receive any salary in return of his services.

3. Sense of Sacrifice

Professional social workers are not as sacrificing as voluntary social worker. On the other hand a voluntary social worker is more sacrificing in nature.

4. Working Periods

Professional social worker devoted his whole working time for social work but the voluntary social worker is not be able to devote his whole time for social work.

5. Working Initiative

Professional social workers with a missionary zeal while a voluntary social worker works with religious zeal.

6. Relationship with Social Agency

A professional social worker has a relation with the social agency and work as a representative of the agency and professional while the voluntary social worker has no relation with the agency.

7. Use of Techniques

A professional social worker uses different types of techniques but voluntary social worker appeals the emotions and sentiments of the people.

8. Monetary Motives

Professional social worker works for the reward from the government for his services while a voluntary social worker works for the reward of goodness.

9. Aims and Goals

Professional social worker comes to eradicate the social evils from the society and gives to the people specific goals and targets to attain whereas voluntary social worker comes for the eradication of moral evils and raises slogans to achieve targets and give the people a specific motto.

10. Mission

Professional social worker works for welfare mission whereas the voluntary social worker works for sacred mission.

11. Utilization of Resources

Professional social worker works with the people to utilize the resources of people, so that they may lead a prosperous and happy life. If there is any problem in society, the professional social worker tries to solve the problem with the help of people. He enables the client as independent person of society.

But non-professional worker works for the people. He gives monthly fee to a student or donates same money to a widow. In this way he destroys the capacities of an individual/ person/ client. The person becomes parasite and proves burden on society.

12. Code of Ethics

In professional social work, there is a code of ethics for a professional social worker. He is bound to adopt his code of ethics e.g. he does not impose his idea on any client. He does not make false promises.

In non-professional work, there is no hard and fast code of ethics.

13. Uniformity

The professional social worker is also equally treat, the client and does not make the distinction between the clients on the bases of color, creed and caste.

But a voluntary does not do so. He can make the distinction of colors, creed and caste.

14. Financial and Moral Help

Professional social worker gives to the client financial and moral help, but the non professional gives only financial help.

Relationship between the Voluntary and Professional Social Work

Relationship between the voluntary and professional social work can be given as;

Social problems are as old as the history of mankind itself. In all ages and all societies make helped the disturbed. In these days, humanitarian activities were inspired by religious, sentiments and injunctions.

Those who helped the needy persons called reformers or voluntary. However, due to the impact of industrialization the problems are cropped up. Consequently, the traditional forms of social services failed to solve these problems effectively.

This situation calls for some scientific techniques and trained persons and as a result professional social work came into existences.

Professional social work and voluntary social work both are concerned with the welfare state and the ultimate end of both is the well being of the society.

SOCIAL WORK PROFESSION IN PAKISTAN

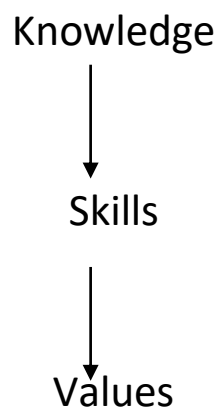
In Pakistan social work has received a great deal of recognition. Though it has not yet achieved distinctive professional status which is according to the old and established professions like law, medicine and education. Such recognition is still awaited from government and the general public particularly from those who had no contact so far with the profession either as particular participant in or as recipient of services.

Social work in Pakistan has not yet made itself quite clear in terms of contents and skills. Agency jobs are not clearly defined in terms of qualifications required for effective performance. There is perhaps still some confusion in the minds of authorities and intelligentsia as to the distinction between jobs requiring training only in theoretical social services.

Nevertheless, attempts have been made to overcome all these difficulties on social work's way to be a full-fledged.

THE KNOWLEDGE BASE OF SOCIAL WORK

When engaged in practice, the social worker must relate simultaneously to the knowledge, value and skill aspect of the practice. In this way the profession resembles a three ring circus: social work skills are the observable aspect of practice in centre ring, but important contributions are made by knowledge and values in the side rings.



If the social worker is to provide client with competent services, he or she must be prepared with substantial knowledge. Although 'tested' knowledge in the social and behavioral sciences is somewhat limited, the social worker should be able to use theories and concepts relevant to practice. At a less scientific level but equally important level, the social worker must develop individual practice knowledge based on experience in serving client i.e. practice wisdom.

Knowledge

It may be defined as *"Theoretical or practical understanding of sonic branch of science, art, learning or other area involving study, research, practice and the acquisition of skills"*.

PRINCIPLES OF SOCIAL WORK PRACTICE

There are few very important principles of Social work. Objective of these principles is to guide the professional social worker and help in building a meaningful professional relationship between Worker and client. Following are the principles that are common to all types of social work practice.

1. Principle of Acceptance

It is the responsibility of Professional Social Worker to accept the client. He is not a person who only gives lip service rather he shows with his interest and attitude that he is with the client. He works with great interest and full responsibility with the client. Then the client develops full confidence on the workers (that is outcome of the worker acceptance) then the shares with workers with factual problems and circumstances.

2. Principle of Communication

Purpose of this principle is to create a meaningful relationship between worker and client. It is responsibility of the worker to inform the client about his role and expectation he associates with the client in view of his situation and personal capacities. In verity of ways worker informs or makes clear in what was the client will be can he served.

3. Principle of Confidentiality

Worker assures to the client that all the information shared will be kept secret and none of his secret will be disclosed to anybody without his prior information or permission. It is responsibility of that the worker that he reinforce with his attitude that he is a reliable and trust worthy

person on whom one could safely trust. Davison say: the preservation of himself tries to find out solutions of his problems. If a client is to be helped to extricate himself from a stressful situation and to regain a personal social dance that is satisfying and enduring, he must be involved as an active participation in the helping process.

4. Principle of Self Awareness

The worker is a professional and whatever she / he say or do during his/ her communication with client is meaningless. It is important for him/ her to always be vigilant and never ignore his/ her professional responsibilities. Maintain his/ her relationship with the client certain professional limits, and keeps his/ her personal likes and dislikes and biases from his/ her professional life. She should keep his/ her personal self separate from the professional self. She controls his/ her feelings and does not express any such emotions that breaks the professional relationship of worker and client and creates of distrust in client towards worker. His/ her attitude toward client is neutral.

TECHNIQUES/ SKILLS OF SOCIAL WORK PRACTICE

Social, worker uses a change process in working with client. (Client includes individuals, groups, families and communities the council on social work education in it curriculum policy statements identities eight techniques/skills that are needed for social work practice. These eight skills interestingly provide an excellent framework for conceptualizing the phases of the change process in social work.

1. Defining Issues

Defining issue is the first step in change process and often becomes fairly complex. The first step a social worker must take in a problematic situation is to identify the wide verity of issues raised. The issues serve as a guide for the next phase data collection and assessment. During this initial phase and during the other phase and during the other phases as well, the worker must establish and continue a working relationship with the client. To do so, the worker must build a strong rapport and reflect empathy (sympathy/ compassion), warmth and genuineness.

2. Collecting and Assessing Data

In this phase social worker begins an in-depth collection and analysis of data to gain answers to the issues raised in phase I. For some of the issues useful information can be obtained directly from the client and for other issues related to the client's problem information can be collected from other sources. Assessment is the process of analyzing data to make sense of it.

SOCIAL CASE WORK

Social case work is that primary method or principle of social work by which a social worker helps the individuals, finds the solution of their problems in social functioning which they fail to solve by their own efforts.

Social case work is a complex and complicated by the fact that it deals with materials which are in interaction and change among themselves and also in response to injection case work itself.

As it is experienced practiced, therefore we can say that social case work situation is a living event. As such it almost cannot be contained within a single and static defined. Just for the sake of definition social case work can be defined as:

L.B. Swift

“Social case work is that helping skill which assists individuals to enhance personal qualities and powers by which they can solve their social problems”.

Marry Richmond

“Social case work consists of that process which develops personality through adjustment consciously effected individual by individual between men and their social environment”.

H.H Pearlman

“Social case work is a process used by some human welfare agency more effectively with their problems in social functioning”.

According to Bowers

“Social case work is an art in which knowledge of science of human relations and skills are used to mobilize the capacities in the individual & resources in the community, appropriate for better adjustment between the client and all or any part of his total environment”.

British Contribution

“Case work is professional services provided by qualified workers for individuals who require skills assistance in solving some material or emotional problem.

It is a disciplined activity which requires a full appreciation of the need of the client in his family and community setting”.

DEFINITION

L.B Swift

“The art of assisting the individuals in developing and making use of this person capacity to deal with problems which he faces in the social environment “.

Richmond

“The art of brining about better adjustment on the social relationship of individual, men, women or children”.

H.H. Pearlman

“Social case work is a process used by some human welfare agencies to help individuals to cope more effectively with their problems in social functioning.

In case work there is a social worker and a client Professional case work of the agency helps the client by using a special kind of knowledge.

Case worker gets information for the client through interview. It is a helping method to explorer sentiments of any client and his mind situation. It is a professional activity between worker and client. It is always guided by some rules regulation and principles.

The purpose of case work is to obtain information about clients' behavior, problems and resources.

To get knowledge of problems and sufficient understanding with problem. It may be used to establish relationship to release the tension of client.

There are three phases of case work procedure:

1. Study
2. Analyze, Diagnose
3. Treatment

Elements of Case Work

1. Social case worker
2. Person with problem
3. Problem
4. Process
5. Agency

There are also some principles

1. Acceptance
2. Self determination
3. Participation

Two Persons with Same Problem

Two persons may suffer from similar problems but they may possess quite different personalities and the cause of their problem may also be different. So each of them with his own problem has certain unique characteristics and a case worker try to help the client as an individual who is a combination of biological, psychological and social process or forces.

Problem is also related with Case Work

However this does not mean that the case work process only emphasis on the client but also problem has very prominent place in social case work process because case work process stress upon solving the problems of the individuals. In fact the problems vitally effect the individuals during their functioning.

Therefore we can say that for the case worker both individual and his problem have quite importance for the social of his problem and providing help it is understood that case work process is person oriented than problem oriented.

This can be justified in the basis of following arguments:

1. No Person, No Interaction, No Problem

If there is no person, no interaction will take place because problems take out in the result of interaction. It means, if there is no interaction no problem will take place.

2. Person Himself Comes to Agency

We see that if the problem is important a person with a problem himself comes to an agency for help not a problem with a person.

3. All Principles & Values revolves around the Person

All the principles of social case work as principle of acceptance confidence vitality etc revolves around the person & not the problem.

4. Disrupted Relations involve Person's Help

Social case worker deals with the disrupt relationships which involve firstly the person. Then case work provides the solution of the problem e.g. conflict between husband and wife etc.

5. Every Person is Unique in Nature

And each person has certain specific qualities and capabilities like physical structure, mental level and social attitudes.

So, the solution of the problem depends upon this uniqueness of the person e.g. (two persons having same problem. Now the case worker will treat them in the different ways according to the code of ethics of his profession).

6. Person is Focus of Attention

When the client comes to the case worker for seeking help, case worker should involve him in helping, activity to understand his problems to provide him with desirable solution. It can only be done by focusing in whole attention on the person.

7. Person is Dynamic by Nature

His behavior is keeps on changing. So do his interaction with the person environment. So, the person keeps on changing but problem remain the same.

8. Case Work Process concern what People make to happen

As well as case was concern itself with happen to the people (the problem).

9. Case Worker Affects Individual's Behavior

The essence of social c. work is its aim to help the person in their social adaptation and develop his functioning as a social being.

To do this case worker affect the behavior of a person.

10. Worker Study Past to Understand Person

Often, the problems have their rash in the past and they affect the functions of the client to understand his problem.

11. Case Worker makes the Client Relax

The client when comes to the agency he is under stressful, depressed and effects conditions. The worker focuses his attention to treat the person in the best way. He tries to make him ease to solve his problem and release his tension etc.

12. Case Work Studying The Weakness Of The Client

When we try to solve any problem of your client. We don't put much emphasis on the problem and its nature but we assess the weakness and strength of the client's personality structure.

Conclusion

So we can say that case work process is more person oriented but it does not mean that the case work process is daily revolves around the person but both person and problem are the basic element of the case worker process.

STEPS (OR) PHASES OF SOCIAL CASE WORK PROCESS

The total case work process is consists of

1. Study
2. Diagnosis
3. Treatment

Process of social case work is like a rope consisting of above three elements. The total process consists of the study, diagnosis and treatment is a continuous and interrelated one. The validity of the total process as a whole however is dependent precision and accuracy with which each step is carried through a clearly defined body of principles assure. The achievement of the specific objectives of each step during the process. The worker must be aware of own professional responsibilities for carrying in an objective way of these steps study diagnosis & treatment and relative himself to different objectives.

The fundamental logic of treatment process or remedy is based upon diagnoses from facts (study) rather than this is the foundation of the whole process.

a) Study

It is the first phase of social case work process. It consists in studying and revelator, the various social, psychological, cultural, and physiological others allied factors are related to the client problems and its solution. It is designed to study the past history of the client of his position and personality.

All investigation are for the purpose of coming to a better understanding of a person who has a problem in order to engage in

effective treatment. In order to solve the problem following steps are taken:

ATTENTION

The first and more task of a work is to give take attention with interested to his client and his situations.

Understand the Cases

He should try to understand what are the cases of the problem are and how the client is the interested to solve his problem and how much the ability he has to solve the problem himself. What kind of problem he is facing and what reaction he will show in case of failure. What and why he has certain liking about the problem.

Intake Study

When a client makes a request to the case worker he talks all the things about his problem as well as himself. After studying the nature of the problem, resources of the client, rules and regulation of the agency and its area of functioning if the agency is able to help the client, he accepts the client for help otherwise not.

In this situation he gives guidance or consolation to the client this accepting of client for help is called "INTAKE". OR

In other words intake is the stage from where the case worker starts his process of help to the client.

Past History

Gathering information sometimes the client does not tell the real problem and actual situation of the problem which case misguidance for

the case. In this situation case work should establish good personal relationship with the client together facts about the client's life.

Purpose of Study Process

In fact the purpose of study process to take a horizontal view of client life his horizontal view involves the fact gathering of the client's life during horizontal view worker display joint efforts to solve their problems.

To get correct and true information a case worker use different techniques and tools which can be referred as below:

- 1) Situation and history
- 2) Home study and observation
- 3) Collateral resources
- 4) Special examination & tests

1. Situation and History

At first it is important to get enough factual material. It Facilitate in understanding of the client present situation and what the client has done himself and now wants us to do about it.

In order to understand a worker takes a view that now the client has managed his affairs in the pass. He takes the history of the client life appropriate history taking not only is essential to sound evaluation but also may keep one from getting involved in pre mature or wrong treatment.

2. Home Study & Observation

A worker makes home visits of the client's home to understand the current situation. He observes his client in his actual functioning with the family members.

Purpose of home visits is as follows:

- To understand the personality of the client for the better solution of the problem.
- To study the families background his environment educational standard, religious cultural and social background.
- To verify the facts told by the client.
- To follow up the case in the best way
- To satisfy the client
- To help the client

Collateral Resources

These are those secondary resources which from the client himself and immediate family group, consolation by the visits, Letters or telephones, school, hospital employers, trade unions, carts relatives and banks are often called collateral resources.

Special Examination and Test

Social worker utilizes other disciplines to supplement his investigation on order to arrive at correct to the problem presented by their clients. The test may guide the workers to understand the client problems.

Principles of Study Process

During horizontal study, after the group examination, we made some tentative hypothesis which is some sorts of causes of action. The study process then moves in from the inquiry about the concern of the

demand to a horizontal survey of his life situation and his functioning. In its gross examination of his life situation includes a final examination of any one single aspect.

The study process then involves the formulation of a hypothesis must be tentative (changeable) tentative working hypothesis emergence from the interpretation of the data lead to increasingly. Definite things if inquiring and acquiring of new information which either establishes or refuses the hypothesis and may indicate the necessity of new or verification of the hypothesis must be internal and external.

The way in which the part of client study fit together and seems to be in keep with what is already about topic & social situation also the appropriateness of the happenings. The external verification requires the surer of collateral resources by of information and direct observations.

The study process is essentially an inquiry directed towards answering "WHAT" the answer furnished with the data with which the diagnostic process deals.

DIAGNOSIS

Before formulating a treatment plan to help the client in his social functioning it is necessary for the c. worker to marshal the facts of the person, the problem & the place to organize and analyze them in the particular content of case work situation. It is also necessary to study the reaction of the client to his problem and the social situation of which he is a part. Diagnosis, the second phase of the social case work process is the mental activity of examination the parts of the problem for the important of their nature and organization for the interrelation among them and for the relation between them and means to their solution. Diagnosis seeks to define the nature of the problem, the factors related

with them and interrelation among them. It is also designed to measure the strength of the client deal with his problematic situation & his own limitation.

Case work diagnosis includes the assessment of strengths and limitations and the definition of the situation based on his assessment.

Treatment Process

Diagnosis in social case work process is followed by a plane of action and adoption and certain measure to enable the client to improve his social functioning. The plan of action and the adoption of measure are technically known as “Treatment”.

“Social case work treatment is that phase in the case work process which is undertaken with in a plan & systematic framework to enable the client and fame group to restore, strengthen or improve certain aspects of adoption and social functioning”.

Treatment is the final case work process it is the social therapy & helping process. Treatment “depends upon” on the willing participation of both case worker and the client careful diagnosis, future planning & course of action. All things necessary for proper treatment.

Objective Goal

In case work treatment is always person oriented. Case work in interested in preventing social break down of the client by restoring social functions, in making life experience more conformable in creating opportunities for break and development and increasing ht capacity for self direction and social contribution.

Aims and Objectives of Treatment

Treatment in case work is always person interested. Case work is interesting in preventing social break down of the client in restring social functions in making life experience more can ratable, in creating opportunities for broke development and increasing, the capacities for self direction & social contribution.

- To improve the social functioning of the client.
 - To help the client change his attitude.
 - To make the life experience of the more comfortable and enhance his potentialities for break down.
 - To prevent further break down.
 - To establish the confidence.
 - To the mobilization of the resources.
 - To reduction of anxiety by acceptance.
 - Measure undertaken to assure and understanding of the Problem.
- 1) Providing social assistance.
 - 2) Offering Shelter.
 - 3) Legal aid.
 - 4) Arranging for involvement services.

Convalescent Services

Mean after discharge treatment for those who have no facilitated to attend him or to come from for fluting area the maintenance of the focus on the specific goals desired by the client the support of constructive defenses and the introduction of practical resources.

Ability to Forecast

The ability forecasting depends upon the knowledge of the worker about the profession and professional skills. A worker should have a precise knowledge about community services i.e. medical services

existing in the community for job he must know the employment offices and should have direct contact with them.

A worker should have diagnostic skills. He should also have the capability to arrive at factual and actual cause of the problem presented by the client i.e. a person comes to case worker who actually needs financial aid but he asks for a job. Now it is the talk of a case worker to see the real problem or sub reactivity of the problems.

Similarly in some cases, the client may have enough resources for his adjustment but he may not be aware of them. Then there is need to make the client aware about his own resources by successive interviews.

But some client may lack in the requisite resources. In that case provision for material may be necessary. But population may be sufficient to help client improve and strengthen.

Method of Treatment

1. An Administration of social Services

“It is the oldest method of treatment in which a worker assists the client use and to choose social services provided by the various welfare agencies or avoid in the community”.

This service is one of social work's most valuable contributions, a large part of all treatment is concerned with such practical services. The case work method enables the person to use it constructively providing financial assistance offering shelter procure medical care and arranging for convalescent opportunity. Convalescent is example of such tangible practical activity. The worker must have not only the knowledge of practical resources which energy represents but also other resources of agency available in the community.

2. Environmental Manipulation

“All attempts to correct or improve the situation in order to reduce stress & strain or pressure in all modification of living experience to offer opportunities for growth or change may be referred as environmental manipulation or indirect treatment”.

“In many cases problems are the outcome of family conflicts or the strain * stress situation”.

In this situation only administrative method is not sufficient. We have to modify the situation and environment. Environment manipulation includes arranging program. To reduce strain from these mentally handicapped persons, for T.B patients and delinquents. Provide with hearing instruments to a deaf is also environment manipulation.

3. Direct Treatment

By direct treatment means that services of interview for the client are taken into action to maintain emotion equilibrium. It means to provide to client the “Psychological”. This support is very useful in change one’s mind. During direct treatment the interview of the client is made by two ways.

1. Counseling
2. Therapeutic

1. Counseling

The most common expression of direct interview is up to certain extent an educational program. It means to help a person in rational way it may include the giving information explaining a regime analyzing issue. It is an art in which the problem is classified and conflict change.

2. Therapeutic Interview

The process in which the client is treated along with the medical treatment therapeutic method was traditionally regarded as the area of physician but as the field of medicine has broadened, it also covered psycho therapy.

So Indirect treatment we try to reduce such feelings and attitudes on the part of the client, which strength his capacity to maintain emotional attitude to decide correct and restore his equilibrium and could compose himself.

COMPONENTS/ELEMENTS/PREREQUISITES PHASES OF SOCIAL CASE WORK

H.H Pearlman has defines the basic components of social case work

As;

“Social case work is a process used by some certain human welfare agencies to help individuals to cope more effectively with their problems in social functioning”.

In fact this simple definition embodies the four components of social case work situation which are called sometimes as UPS. In simple words, when a person finds himself in some problems, he approaches a welfare agency where a professional case worker helps him to solve his problems by using a special process which is called social case work process.

There are four basic components. Elements as;

1. Person
2. Problem
3. Place/ agency
4. Process

1. Person

‘The person may be a man or women, child or anyone, who finds himself in the need of help in some aspects of his social or emotional living’. Whether the need to be for tangible provision or counsel. As he belongs to receive such help, he is called as a client.

Client is also like other individuals, as a man of flesh and blood hiving liking and disliking.

Study Behavior of A Person

Before starting the help of a person worker first studies the behavior of a person. Behavior of a person is regarded as an aggregation of all the activities of a man.

Purpose and Meaning of Individuals Behavior

1. To gain satisfaction
2. To avoid or to dissolve frustration and
3. To maintain his balance in movement

The effect of human behavior in promoting his well being largely depends upon the structure of his personality.

a. Personality

“Personality is the total organization of the attitude and activities developed and utilized by a given person in dealing with his environment, particularly with respect to inter person relationship in dealing with his own internal tension or purpose”. OR

“Personality is a result of his interaction with his environment which may consist of father, mother, sister and brother etc of a person.

Personality varies from individuals to individuals and it depends upon the environment of which his personality is a product. If a person interact with his in environment, his personality will change with respect to the environment but if he does not interact with his environment, his personality will receive as effect of his environment.

So in order to understand the problem of a person, it is necessary to know this personality with respect to particular environment.

Personality Formation

Components of personality are;

1. ID
2. Ego

3. Super Ego

1. ID

ID is the live force in all the individuals. It is the combination of energy and felt needs. ID is primitive derive for gratification of things and all the needs of life. It is the seed of instincts which drives person to want and wish. It follows ensure principle to obtain felt needs. IED is omnipotent because it has magical power is fulfill his wishes by imagination, fantasy, hallucination. It does not think but act.

2. Ego

Ego is that part of personality which is orientates towards outer world. It is the 'I' part of personality when it stands for untrained passion. Ego stands for reason understanding ego aims at reality while super ego aims at simply a person with strong ego had strong personality structure and does not feel the need of consoling because he is always helped by his super ego to rationalize him in such a way that responsibility is with right. On the other hand, a person with weak ego is badly affected by any problem. His super ego does not play any part to rationalize him.

3. Super Ego

Super ego is the check system of personality checks the unfair means of satisfaction and tells right path for the fulfillment of his desires.

The structure and functioning of personality and environment are the product of inherited and biological strength and experience and environment. A person at any stage of development is not only a product of post nature but it also and always in process of being in present and becoming in the future.

So as man is the product of nature and environment is not a complete product but he is always integrate process of to change. But all the changes are subject to bring the client out of stressful situation

because the person who comes as a client to social agency is always underserved.

b. Problem

Any disturb physical social or psychological condition which paired the role; performance of social functioning of an individual is called a problem.

Either the problem may take the shape of inter family tensions such as difficult in child parent relationship etc, or it may circle around the social functioning of the individuals i.e. self rapport, adequate health etc.

H.H Pearlman had mentioned the following characteristics by which a case worker looks at human problems.

1.Cope with Hindrance

These problems within the preview of a social case worker which effects or affected the individuals during his social functioning.

It means a problem offers hindrance in social functioning and in its reaction and individuals always tried to cope with that hindrance. When fail approaches to an agency to seek assistance. First of all social role is affected and client cannot do perform his role. His mentally disturbed and he has attention.

2.Work on Multifaceted Problems

The multifaceted and dynamic nature of the client problem makes necessary the selection of some parts of the problem as unit for work which is done by the case worker and the client.

Under three main considerations a case worker tries to want reach the focused of the client about this problem.

What the client wants and what are his needs? What is case workers professional judgment and what the case provide for possible and desirable solution of the problem?

What the agency is for can offer keeping this in mind you have to work with client. Role of case worker is to help the client or lead the client.

3. Human Problems have Chain Reaction

Problem in any part of the human life tend to have chain reaction. In other words, any single problem in human being creates a chapter of problems. (I.e. social, emotional of the fact that a man is dynamic in nature).

4. Objective of Case Worker and Client's subjective Significance

Every problem, from which a person encounters, has both an objective and subjective significance.

A problem is important both for an observer as well as for a carrier. The worker should all feeling of client. He should reality of problem. One who has problems of and he is deeply involve in it subjective type and a person who only see and listen the problem is objective.

5. Relation of External and internal Problems

Not only do the objective (external) and subjective (internal) aspects of a problem coexists but either one may be the cause of the other.

Sometimes external problems may create the client the internal or voice versa. For example a person has an emotional need and he wants to fulfill it. It is an external problem. But when he finds himself unable to fulfill j=his need he gets frustration which is an internal problem. A client who is involved in any problem he comes to an agency.

6. Nature of the Problem

Whatever the nature of the problem, the person brings to the social agency. It is always accompanied and often complicated by the problem of being a client.

c. Place/ Agency

By place we mean the agency, where people come to seek technical assistance, material aid, situation change, counseling and psychological help.

Agency aims at to help the individuals for their better adjustment or social functioning. It has its own importance in the components of social case work. There are three main and importance characteristics which differentiate an ordinary agency from a social case worker agency.

1. Source of Support

On the basis of source of support, agencies can be classified into two categories;

a. NGOs and CSO

Private or voluntary agencies are usually supported by the people who organize it for the betterment of other people. They collect funds people also give donation for it. A private agency is usually established by the people. By their own intention will if a private agency faces deficiencies or financial support. It can take a partial help from the government in the form of financial aid or technical device or both.

An agency which is sponsored, financed and administration by the government is called a public agency.

2. Source of professional Authority

On the basis of professional authority, agencies are classified into two categories.

Primary Agencies

Are those which possess the sole responsibility and full authority to carry on its functions. It has to derive its authority from other bigger organization e.g. family welfare, child welfare etc.

Secondary Agencies

Is a part of bigger organization it has to derive its authority from the bigger organization of which it is a smaller part e.g. medical social work, school social work etc.

3. Special Function & Theory of Concern

The third distinguishing characteristic of agencies is its area of functioning.

Some agencies are specialized in some particular aspects area such as single purpose agencies in which they give services. They develop expert of knowledge and specified area provide on the other hand some agencies deals various problems which are called multifunctional agencies. They may extend their services for the whole nation.

To understand an agency, there are many ways which are given below;

1. The social agency is an organization fashioned to express the will of a society or some groups in that society as to social welfare. It means that an agency helps the members of society to protect them from maladjustment.
2. Each social agency develops a program by which it meets the particular area of need with which it sets out to deal. Program consists of services of activities which are made to achieve a particular goal.
3. The social agency has a structure by which it organize and delegates
4. Social agencies are living adaptable organism susceptible to being understood and changed such as other living organism.
5. Living organism means the organism which develops and grows himself according to the change in society and shows response in accordance with the needs of the society.
6. Every staff member in any agency speaks and acts for some part of the agency function. As a caseworker represent the agencies in it problems solving help.

A case worker does not work as a private practitioner but he works with a client as a representative of the agency. Case worker representative his profession.

7. Case worker in the first and foremost he performs his duty according to his professional ethical codes.

4. Process

Problem solving is a task in which human being have been engaged from the moment of his birth till death consciously on unconsciously. All human beings try to solve their problem with their own efforts but when fail then they came to a Case worker to tries to

solve their problems by technical assistance and with a problem solving process. Study, diagnosis treatment). There are six different factors to which a normal individual has to confront, when he tries to solve his problem himself.

1. Lack of Resources

A problem can't be solved until the necessary tangible means and resources are not available to the person. For instance a client can understand his problem and knows its accurate solution, but agencies, which contain those provision he can do nothing. Then social agencies, which contain those materials provisions, can supply means if then to the client sometimes some problem creates due to the varying nature of problem. In such condition the client can get the help of the case worker to adopt compromise between his ideas and the reality means of solution.

2. Ignorance

Sometime people are unable to solve their problems simply out of ignorance or misapprehension about the facts the existing ways of meeting it. (For example, Parents compelled left handed child to use right hand, because they think it is bad habit. It is example of ignorance).

In such situation the case worker tells the parents the original cause of child's personality become unsuitable/ damage due to their misbehaviors.

3. Depletion of Emotional and Physical Environment

When a person is depleted or drained of emotional or physical energy then the becomes unable to solve his problem. Depletion of emotional and physical environment unable the people to solve their problems. So an ordinary problem becomes a complex one due to depletion of physical energy.

Now he wants to seek help from the case worker. Who tells him that first of all make a plan and program and then act accordingly. Whenever he feels some hardships, case worker will provide him technical, Psychological or physical assistance, which will restore the person's equilibrium.

4. Due to Intensity of Problem

Reined all thinking capacity of a man due to intensity of some problems arouse high emotional feeling in the people and this impact is also strong that they over power by their emotions as a result. They defy their conscious control.

Strong feelings disintegrate a person's capacities and pull him into pieces in such case, the worker need to release person's feeling.

Social case worker deals with the individuals. Unless the worker understands how the individuals grows develops and changes and how he reacts to life's stresses both normal and abnormal it is impossible for him to deal with the individuals so a knowledge of human growth and personality development is of importance to the social case worker.

5. Use of the Worker Client Relationship

More knowledge unaccompanied by skill in relationship is inadequate and almost useless. The worker client relationship is regarded as the Chanel of the entire case work process. It is through this relationship that flow the mobilization of the capacities of the client resources of the community and the agency through it flows the skills in interviewing, study and diagnosis and treatment.

6. Inter Personal Relation

The worker client relationship is only one part of the entire interpersonal relationship. There is a network of close relationship between the individuals (client) natural interrelationship.

7. Due to Personality of person

His personality becomes the complexity problem of a person is directly with a personality of a person. Sometime he becomes the victims of those feelings which are affecting his thoughts and acts for a long period of time. Therefore he cannot solve problem himself.

8. Due to Lack of systematic Habits

Some people find difficulties to solve their problem, because they have never develop systematic habits or orderly method of thinking and planning. There is a lack of proper scheming to cope with problem.

SKILLS IN SOCIAL CASE WORK

Social case work requires professional skills in dealing with the client and enabling him to secure satisfactory social and personal balance. It is believed that the following factors are essential for the development of skill in social.

1. Knowledge of Human Growth and Development

Great influence on the personality ground of the individuals. If the case worker is to understand the client in his entire he must have knowledge of the interpersonal relationship.

2. Interviewing Process

Development of skill in social case work practice requires knowledge in the interviewing process. It is through the interviewing that the worker can get first hand knowledge about the client and that the case worker can go beyond the external behavior of the client and entire in to his inner life. If he is successful interviewer, he can know many things about the client problem and his even silence at particular points.

3. Use of Resources

The development of skill in social work depends to a great extent on the case worker's knowledge of the resources so the client of the agency and of the community at large.

PRINCIPLES OF SOCIAL CASE WORK

In social case work process, a social worker has to deal with number of persons having of different nature. As the person's behavior is dynamic nature. Therefore to solve their problem, case worker has to adopt different approaches and methods depending upon the uniqueness of the situation. Because of this variation between the nature of their problems, there are some well recognized general techniques which provide enough guidance to every case worker in solving the problems.

These techniques are those well recognized general techniques which provide enough guidance to social worker on solving the problems.

“The principles are those well recognized general techniques which provide enough guidance to social worker in solving the problems”.

These principles are referred as;

1. Principle of request
2. Principal of acceptance
3. Principal of communication
4. Principal of confidently
5. Principle of individuals
6. Principle of Participating
7. Principle of self determination
8. Principle of responsibility
9. Principle of self awareness

1. Principle of Request

In fact, the case work process start from this principle which is the first professional contact between the case worker and the client.

Request means the when a person finds himself in some problem and he tries to get rid to them. Sometimes he succeeds to eradicate these problems himself. In case of failure, he requires some technical assistance from the case worker and request for help.

This request may be in the form of application or in the form of vocal discussion. There the case worker takes the further step regarding the request of the client.

The principle of request infect is purely the western principle. Western people know their obligation and rights and have no shame and hesitation to tell their problems to the case worker. But in developing countries like Pakistan this principle is rarely used and people don't like to tell about their problems to other people. But this request should be necessarily followed & request must be made even by the relative or friends etc of the client. (if you will feed proud and not understand your importance but when he comes to the worker he understands the value of worker.

2. Principle of Acceptance

“Acceptance means to accept the client with all his deficiencies and drawbacks as a person with a problem”.

This acceptance of client will remove the gap between the case worker and the client. Because when the client meets the case worker for the first time, he may develop enormous fears about the case worker as he is already under stressful situation. Now the case worker's success depends upon the establishment of good rapport between him and the client. So the case worker should accept under stressful condition. Worker should show warmth interest in his inner feelings and external obstacles of the client. This may lead to the counter acceptance of the

worker by the client. This rapport of mutual understanding helps enough to solve the problems of the client.

3. Principle of Communication

In social case work, communication refers to the mutual exchange of ideas between the client and the case worker when a client approaches the case worker to seek help. The case worker is not completely acquainted with the client and his problems. He can only understand the client through by the exchange of ideas and feelings through mutually through communication. Otherwise is the absence of communication, worker will fail to understand client and nature of his problem fully or to considerable extent.

4. Principle of Confidentiality

Social case worker in many cases has to deal with the client; private life. But if the client is given to understand that his private affairs are being disclosed to others by the workers, he will not be free and frank to the worker. Consequently the case worker will fail to understand this problem fully.

That is why case worker must give fully assurance to the client that he confidentiality will be maintained. However, with the permission of the client his private affairs can be discussed with others people. To maintain confidentiality the ethical obligation of the case worker, and its violation could destroy the whole relationship.

5. Principle of Individualization

Individualization refers to a process of looking at the client as an individual having some unique characteristics and possessing certain uniqueness of the problem from which he suffers.

The case worker rests upon the concepts of individuality because two person saving same as different problems but may possess quite different personalities and causes of their problems may be quite

different. so each of them with his own problem has certain unique characteristics that are why individualization refers to the process of mark the uniqueness of the client from others.

The principle of individualization stipulates that the case worker tries to relate and help each client as an individual who is involving in a unique combination of biological, psychological and social forces.

6. Principle of Participation

“Participation means the involvement of the client along with the case worker in problem solving process”.

When a client approaches a case worker and wants to seek help that time case worker as an enabler wants to enable the client to do work for himself. He believes in that the client has every right to define his own problems and to suggest measures for its solution. So he involves the client throughout the problem solving process. And this participation will be the indirect training of the client through which, he will be able to solve his problems in future himself without any outside help. This involvement will strengthen his ego and in case of failure he will not blame anyone.

In fact the problem solving process demands the joint efforts of the case worker and the client, because worker believes that eradication of problematic situation and to regain a satisfying personal and local equilibrium is possible only by involving the client in problem solving process.

7. Principle of Self Determination/ Responsibility

This principle refers to the conscious use of the professional self of the case work. It is also known as “principle of democracy”.

As the worker has work with the client not for the client. So the worker should realize the client about problems and tell him proper solution of the problem. But he should try not to impose his personal liking and disliking on the client. Because each individual has as the worker has to work with the client not for the client. So worker should realize the client about his problems but after fixing the priority of the problem and their possible solutions. The worker should wait for the client’s final decision because each individual has to right of self determination to choose his own course of action. But worker should try not to exercises his own liking and disliking in his professional life, this will hinder the discharge of his professional life role. Case worker should provide him opportunity to solve his problems according to his own wish and will.

8. Principle of Self Awareness

It also refers the conscious use of the professional self of the case worker. In his professional life the case worker has to deal with different persons having different liking and disliking and social and cultural backgrounds. He has to establish good professional relation with all of them. But if he exercises his own liking and disliking in his professional life. Then he is likely to accept those who possess similar liking and disliking as his own and ignores others. This will hinder discharge of his professional role. So, in his professional field he must maintain his professional self above personal self and control and regulate his own liking and disliking while engaged in a social worker activity.

FIELDS OF SOCIAL CASE WORK

“The fields of social case work mean the different fields existing in our country, where the method of social case work is being practiced at present time said to be the fields of social case work”.

There are some major fields where the social case work method is purely utilized such as;

1. Medical social work (family planning)
2. School social work (Correctional services)
3. Youth social work (family welfare)
4. Women social work & social assistance
5. Child social work
6. Labour welfare

1. Medical Social Work

“Medical social work is an important field where the social worker discipline is highly applicable because it has physical aspect as well as psychological aspect”.

In old days the diseases were in small number and not more complex, and their remedies are also well known to a layman. In those days, the doctors have much time to talk about patient’s social life.

Need of Medical Social Work

With the passage of time as the life became more complicated the diseases also become more complex and in large variety the concepts of medical health changed. In such types of circumstances, where the medical health does not mean only the physical health but the total well being of man their need of medical social work is must “Mind and body relationship”. There is no denying the fact that mind and body are intimately related with each other.

If a patient suffers from mental trouble due to some sound factory more medical treatment is likely to be ineffective. But generally in hospital, doctors and nurses have much to do within a short period of time. It is impossible for them to deal individual by individual completely. That is why doctors and nurses hardly deal with the personal problem of the patient, rather other than physical problems.

It is social work who seeks to help the patient in his rehabilitation so that they may be saved from undesirable situations like relapse of disease break down of family relationship, economic stress in the family and loss in the values of life.

Importance

There was a close intimate and informal relationship between the physician and people at community incapable practiced. He was not only a physician to the patients but he was also a friend, a guide and helper to them. He shared the joys sorrows of the people served.

Now the profession of medicine has become very much commercial, complex and informal. Doctor and nurses in the hospital are found to be concerned with certain particular aspect of the client or patient's life due to the tendency of specialization in various services of the hospital. They are mainly concerned with providing medical care to the patients.

The doctors and nurses do not bother very little for the social and emotional problems of the client. They investigate whether the services rendered by there are being utilized properly by the patients. This ca;;s for the services of 'social worker' in hospitals and clients. He can meet with the social and emotional needs of the patients and can help them also to make best use of medical care provided by the hospital staff.

Function of Medical Social Worker

Medical social worker can help the patient by the given following ways;

1. As a Liaison

When any patient enters in the hospital for treatment for the first time. He feels quite insure and worry and may develop enumerator fears and anxieties about new faces and new environment there, which may affect the cure, of the patient.

In such case, the medical social worker can act as a liaison between the patient and hospital staff and may establish good relationship between them. He may remove the anxieties & fears of the patient about the hospital setting by giving him some orientation about hospital life, diet, disease treatment, visiting hours and restrictions.

2. Arranges the Medicines for the Patient

Medical social worker arranges costly drugs, medicine and diet, may be prescribed for patients who are too poor of some social agency or any other source.

3. As a Motivator

Some patients may be required to undergo some operation but they are not willing to undergo it in such the medicine social worker can explain the nature of the disease to them and also explain the importance of this treatment in his life.

4. Provision of Background History

Medical social worker provides post history and family background of the patient for treatment to the doctors.

5. Provision of Financial Aid to Dependent

In many cases, the only bread earner of family happens to be hospitalized for prolonged treatment. It is natural that he always worried about his dependents, which acts adversely on his recovery.

In such situation, the medical social worker can do a lot in removing his mental worries by giving the patient regular information about his dependent, and arranging visits for them in the hospital. He may also provide financial help to the patient from some social agency or by person employers.

6. Medical Social Worker Arranges Job through training

There may be patients who were facing by some accidents and may fail to get their precious job or any new after discharging from the hospital. The medical social worker can help them to be self supporting by providing vocational training for them.

7. Medical Social Work is a Source of Early Recovery

By providing recreational programme and facilitates the medical social worker divert the attention of the patient from illness and contribute much in early recovery.

From all these, it is clear that through medical social work itself does not provide medical case or service, it helps in all possible ways to make medical treatment effective and that medical service can't work adequately without cooperation of medical social workers. This is why it is said that medical social workers are must for every well equipped medical team.

2. School Social Worker

“The main objective of school social work is the provision of education, is to facilitate and enhance the fullest development of every child in all aspects of life. This requires a healthy atmosphere for the child both at school and at home”. OR

Functions of School Social Work

“School social work has been defined as the method within the programmes of the school for children who are having difficulties in using the resources of school effectively”.

For the implementation of this process, school social worker is appointed in the school. There he performs many works for the well being of the children. School social worker enhances their abilities. He observes such children and tries to solve their problems because children sometimes come from broke families.

Following are the major tasks which he performs during the course of working within a school.

1. Formulation of Area of Difficulty

School social worker helps those children who suffer from physical social or emotional problem which hamper their social and academic growth. The children exhibit symptoms of social, emotional difficulties in the forms of aggressiveness, shyness, withdrawn behavior etc.

School social worker tires to diagnose the problem and identify the area of difficulty through a series of interview with the child, his parents, relative and other associate.

2. Formulation of Treatment Plan

School social worker after having focused the area of difficulty formulates the treatment plan.

3. Works with Guardians

Social case worker works in close cooperation the school teacher and guardians of the child.

4. Awareness to the Parents and Teachers

He makes the parents and teachers aware of the deficiencies of the child.

5. Recognition of Resources

He can also make the parents and teachers aware of the available resources which used for the development and growth of the child.

6. Coordination between Teachers and Parents

He helps the teachers and parents through faculty meetings and parent teacher association.

7. Coordination Services

If family atmosphere is not conducive to the best performance of a child in school, corrective measures may be applied to alter family imbalance.

8. Application of School Case Work along with Group Work and Community Organization

It helps the child in his school life. The social worker applies S.C.W along with organization and Method of group work.

All above function of school social worker has proved that, school social work holds the same position in school (S.W) as the medical (S.W) occupies in the hospital.

3. Family Planning

If the population of a country is too large and can't be supported by the available resources (as it has been case in Pakistan). Then it is rare to

give rise to poor health, and low per capital income. So in any scheme of social or economic reconstruction of country, it is necessary to take into consideration the size of population and the rate of its growth.

In this respect, govt. of Pakistan in 1958 fully realized the importance of family planning. Family planning is not the newly introduced field which provides good chance and scope for the practice of social C.W. family planning is concerned with sex affairs and demands individualized service of confidential nature to make the F.P programme more effective, application of C.W method is a must.

4. Correctional Services

Crime and delinquency has been increased day by day and are found in every society. So to control such problems correctional services are given to the offenders. Previously corporal punishments, changing and imprisonment and many other physical punishments were considered to be the best answer to anti-social behavior. But in modern criminologists, sociologist and social workers after studying the behavior at the all Enders. The constructive factors of crime and after investigation they have come to conclusion that the traditional methods of punishment can't produce the desired result in correcting the behavior of the culprits. It increases offence and disorganization. They come to know that previous methods of correction have produced more offence.

Revengeful attitude in the offenders, towards the society and its systems. Jail system work as a training ground to make young offenders as export criminals.

So to control such problems correctional services are given to the offenders. These are individualized services and society of offenders. It includes social services for child, youth and adult who violate the rules.

- Probation
- Portal

- Detention
- Juvenile court
- Boastal jail
- Prevention homes

The worker helps the young people to abide by the social rules, as he understands the behavior and attitude, motivations and those elements which influenced this behavior.

Vattern's Services

These are armed services which are provided to disabled or war veterans. Which include special employment services, counseling and rehabilitation of these families? The case worker gives psychological support to veterans and their families.

5. Family Welfare

Case worker deals with broken families and deals with the members of family to solve their problem (conflict between husband and wife, parents and children). Case worker tries to resolve the crises and conflicts of husband and wife and help them to fulfill their responsibilities its aim is to strengthen the family life.

6. Social Assistance

Pakistan has no regular social assistance performance (save and except the relief activities carried on at times of natural calamities). We badly require a regular social assistance programme and social case work method may be profitably applicable, when it is introduced.

7. Labour Welfare

Lastly, since social work methods are basically introduced, case work may profitably if the other method be also utilized along with it as

case work method may require to be used even in May heads which are largely the fields of for group work or community organization.

8. Services for Older's

Due to the trend of nuclear family system. Cultural values are totally changed. So the respect and importance of old age people are attained day by day. They considered burden and are totally ignored by their four million. They face a problem of loneliness.

Case worker provides them researcher services and tries to solve their problems. He not only shifts them to old age homes but also provided them what they want.

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SCOPE OF SOCIAL CASE WORK IN PAKISTAN

Pakistan has an underdeveloped economy. Hence it is often argued that social case work which requires individual services is a luxury for our country. There are again certain cultural factors like illiteracy, conservativeness, Purda etc, which also make the practice of social case work difficult in our country. Still there are some fields in our country where social case work can be practiced the major fields where social case work may be practiced in our country are as follows;

1. Medical Social Work

Medical social work is an important field where social case work is highly applicable there is no denying the fact that our mind and body are intimately related with each other. The soundness of one depends on the soundness of the other. If a particular patient suffers from mental troubles due to some social factors mere application of medicines is likely to be ineffective.

But generally hospital doctors and nurses hardly deal with the personal problem of the client. It is also a fact that the doctors and nurses do have little time and training to deal with these personal problems other than physical illness of the client. It is the medical social worker who can help on solving these personal problems of the client in establishing good relation between the patients and the hospital staff in maintaining contacts between the patient and hospital his relations in organizing care of the dependents of the patients and in many other instance a vital role is played by medical social worker order who is out and a social case worker.

SOCIAL GROUP WORK

Social group work is one of the basic methods of social work. Social work is a methodological role which is whole comprises of its methods.

Methods are divided into two parts;

What is Social Group Work?

1. Already Discusses that

- Social group work is one of three basic methods of social work.
- Social group work is used by professional social workers in when children, youth or adults meets together as groups in social agencies with a worker who is there to help them.

2. Some Misconceptions about Social Group Work

- Some persons tend to refer the method as specific kind of social agency;
- Some perceives social group work as type of activity programs and
- Some take it as a specific group.

3. Therefore Social Group Work is

- Not an agency but a way of carrying out all or part of the functions of an agency;
- Not an activity program but a way of conducting many activities and;
- Not a specific group but actually refers to a way to work with many different types of groups.

4. Introduction

Group work is a method of group leadership used in organizing and conducting various types of group activities. While group work developed first in connection with recreation and voluntary informal

education... its use is not confined to those fields. It is increasingly being used in various types of institution, in hospitals and clinics, in the extracurricular activities of school and in similar situations. The guiding purpose behind such leadership rests upon the common assumptions of a democratic society namely, the opportunity for each individual to fulfill his capacities in freedom, to respect and appreciate other and to assume his social responsibility in maintaining and constantly improving our democratic society.

Social work with group represents a broad field of direct social work practice (Garvi Gutierrez & Galinskey, 2004). Social workers, work with a variety of groups in settings in which social work is practiced.

For practice to qualify as social work with groups four conditions must be met:

- The worker should focus attention on helping the group members become system of mutual aid;
- The group worker must understand the role of the group process itself as the primary force responsible for individual and collective change;
- The group worker seeks to enhance group autonomy;
- The group worker helps the group members experience their groupness upon termination (Middleman & Wood, 1990).

Primary Method

- Social Group Work
- Social Case Work
- Community Development

Secondary Method

- Social Research
- Social Action
- Social Welfare Administration

When we speak of social group as a method, it means an orderly, systematic, planned way of working with the people in the group. A method is a conscious procedure. A design means of achieving a goal in its outer aspects, a method is a way of doing something but underneath the doing we always discover an integrated arrangement of knowledge understanding and principles.

Actually social group work is a borrowed discipline. There are two courses.

- Foundation course
- Method course

While the foundation is not strong you can't get real meaning or real fruit. Foundation courses are very strong essential for any social worker.

Konopka defines social group work in this way,

“Social group work is a method of social work which help individuals to enhance their social functioning through purposeful group experiences and to cope more effectively with their personal, group or community problems”.

In 1959, the curriculum study of the council on social work education summarized generalizations on the social group work method, process and goal on which a substantial degree of acceptance was evident.

- Social group work is a method of rendering services to persons through providing experiences in groups.

- Development of the person towards individual potential, improvement of relationships and social functioning competences and social action are recognized as purpose of social group work.
- Social group work is a generic method which can be used in different setting.
- The method includes conscious use of worker member relationships, relationships among relationships with individual's members and the group as a whole.

He works as an enabler with both helping members and the group to use their capacities and strengths. He uses himself differently in accordance with specific objectives and his assessment of member needs, interests and capacities.

Social group work is often used in conjunction with other social work service methods and with other disciplines. It is sometimes used predominantly and sometimes as one method in more inclusive treatment plans. It is used in short term as well as long term programs. Goal selection, decision making, program development acceptance and internalization of appropriate controls, creative utilization of conflicts are recognized as some of the components of Social group work process.

It has become increasingly evident that in social group work the focus of the worker is always on the individual in the group. Group work can be carried on in which a wide variety of settings. Group work requires a special kind of worker who accents the helping process. The worker is viewed as a "helping person" whose job is to help the people discover and utilize individual, group, agency and community resources for the achievement of desired goals.

DEFINITIONS

Milton G. Thackeray

“Group work is a method of working people in groups (two or more people) for the enhancement of social functioning and for the achievement of socially desirable goals”.

Gisela Konopka

“Group Work is an approach consciously directed toward developing the individual’s greatest capacity while relating him to the group and learning when he has to contribute and when he has to withdraw”.

Toseland and Rivas in “Introduction to Group Work Practice”

“Goal directed activity with small group of people aimed at meeting socio emotional needs and accomplishing tasks. This activity is directed to individual members of a group and to the group as a whole within a system of service delivery”.

H.B. Tracker

Social group work is a process and method through which individuals in group in social agency settings are helped by a worker to related themselves to other people and to experience growth opportunities in accordance with their needs and capacities. In social group work the group itself is utilized by the individual with the help of the work primary means of personality growth, change and development. The world interested in helping to bring about individual growth and social development for group as a whole as a result of guided group interaction.

Focus in Social Group Work

Close study of this descriptive statement will indicate that:

- Group work always focuses on the individual in the group.
- Group work is carried on in the setting of the social agency.
- Group work has a dual purpose of individual and group growth.
- In group work the group itself is a major tool.
- In group work, a particular kind of work is called for.

The refrain which runs through these sentences is “help”. The worker is viewed as a “helping person” whose job it is to help people discover and utilize individual, group and agency strengths for the well being all persons involved.

The use of the word “help”, when referring to the role of the group worker is deliberate. In group work individuals and groups are helped by the worker to attain certain end. The worker is a “helping person” or an “enabler” rather than a “group leader”. What kind of help does the worker give to the group? How does he give it? These are fundamental questions which need considerable exploration. Social group work is not only a matter of what the worker does but also a matter of how the worker does it and why he does that way. Truly the key to social group work is the worker.

What is Social Work?

“Social work is the paid profession activity that aims to assist individual, groups and communities in overcoming serious problems in their lives by providing care, protecting and counseling services or through social support advocacy or community work”.

Social work defined in “Oxford Advance learners Dictionary”, as “It is a paid work that involves giving help and advice to people living in the community who have financial problems”.

“It is a coordination activity through which disadvantages individuals may have all the available resources in the communities to meet their unmet needs.

“It is the professional help to the people for the purpose of assisting standard of life with their needs and capacities and inharmonic with those of the community”.

What is Group?

“A group is constituted when we have two or more than two individuals in a state of positive psychic interaction design to meet some set objectives.

Interaction is that stage where two or more than two individuals are engaged in doing something. There are two main interactions;

- Verbal interaction
- Nonverbal interaction

Coyle says “Social group work like case work, community organization, administration and research now recognized as a basic aspect of social work practice. Its distinct characteristics in the act that group work is used in social relationship within group experience as a mean individual growth and development and the group worker is concerned in developing social responsibility and active citizenship for the improvement democratic society”.

Group Work as a Specific Kind of Activity

Some persons used to identify social group work with a specific kind of agency. However, social group work is not an agency but one way of carrying all or any part of the function of an agency.

Group Work as a Type of Activity Program

Other persons used to describe social group work as a types of activity program. Actually social group work is not an activity but a way of conducting many different activities.

Group Work is a Specific Kind of Group

Some leaders that social group work refers to a specific kind of group or a small children group. For instance this is unfortunately limiting because social group work actually refers to a way of work with many different kind of group.

METHOD

A method is a conscious procedure, a designed means of achieving a goal.

Social Group Work Method

“Social group work is a method or process through which individual groups in social agency settings are helped by a worker to themselves to other people and to experience growth opportunities in accordance with their and capacities.

“Social group work is a method through which individuals in groups in social agency settings are helped by a worker who guides their interaction in program activities so that they may relate themselves to other and experience growth opportunities in accordance with their needs and capacities to the end of individuals. Groups and community development”.

Wilson and Royland “in the enabling method the members are helped to learn new ideas, develop new skills, change their attitude and deepen their personalities. Through participation in social process where in they make decision and take the social action necessary to accomplish the purpose of the group. We therefore see social group work as a process and a method through which group life is affected by a worker who consciously directs the interacting process towards the accomplishment of goals in our country are conceived in a democratic frame of reference”.

Important ingredients of social group work are agencies, groups, workers around and underlying process. Perhaps, the most important

among them is group worker around whom the group work resolves. He has been aptly called by H.B. Tracker as the key to group work.

Group work has a preventive aspect also. It has now been accepted that the problem or delinquency is mostly the assault of unhealthy social conditions hence it is necessary. To initiate a comprehensive preventive program in order to check the occurrence of the several social problems including juvenile delinquency, group work activity should be an integral part of such a program. Here stem is laid in group work as a treatment program for various types of social maladjustment thus group has proved agency beneficial to individuals, groups and communities.

Meaning of Social Group Work to the Individual in the Group

Group work aims at to individuals into a group experience which will equip them for useful group life. As such group work provides an opportunity to children, youth and adults from a group in the agency setting under the guidance of worker and participants in group activities.

Individuals look at this experience from different angles from some individuals, group participant may mean having a good time, fun, enjoyment or relaxation that comes with warm get together. For others, involvement in group situation, activities is a means of expression to interests for the development of skills.

For still others, the opportunity to achieve status or recognition is the meaning that they give to group work. Irrespective of these interpretations they attach to group experience.

Social Work Practice/ Conceptual Frame Work of Social Work

“Social work practice consist of the professional application of social work values, principles and techniques to one or more of the following ends:

1. Helping people obtain tangible services
2. Counseling and psychotherapy with individuals
3. Families and groups
4. Helping communities or group provide
5. Improve health service and
6. Participating in legislative processes

So we can say that social work practice means practical application of body of knowledge.

PRINCIPLES OF SOCIAL WORK PRACTICE

There are few very important principles of social work. Objective of these principles is to guide the professional social worker and help building a meaningful professional relationship between worker and client. Following are the principles that are common to all types of social work practice.

1. Principle of Acceptance

It is the responsibility of professional social worker to accept the client. He is not a person who only gives lip service rather he shows with his interest and attitude that he is with the client. He works with great interest and full responsibility with the client. When the client develops full confidence on the worker (that is outcome of workers acceptance) then he shares with worker his factual problems and circumstances.

2. Principle of Communication

Purpose of this principle is to create a meaningful relationship between worker and client. It is responsibility of the worker to inform the client about his role and expectations associates with the client in view of his situation and personal capacities. In a verity of ways worker informs of makes clear in what ways the client will be/ can be served.

3. Principle of Confidentiality

Worker assures to the client that all the information shared will be kept secret and none of his secret will be disclosed to anybody without his prior information or permission. It is its possibility that worker that reinforce with his attitude that he is a reliable and trust worthy person on whom one could safely trust. Division as the preservation of

confidential information is a basic right of the client and an ethical obligation upon the worker. It is generally recognized that the client himself should be the worker's primary source of information and that other agencies and individuals should be consulted only with his knowledge and consent.

4. Principle of Self Determination

Self determination is very important principle in practice in social work the individual in emotional and material need is entitled to the right of self determination he regains confidence in himself when recognizes his ability to find solutions for his problems and to decide on his way. The social worker believes that people are capable of changing their attitudes and behaviors. If worker starts doing all the things and making all the decisions regarding client, the client will lose interest in the whole process of rehabilitation.

5. Principle of Individuality

Social worker is a professionally trained and experienced person having knowledge of human behavior, human psychology and problems emerging out of social functioning. Usually problems of different clients seems similar but the workers not distracted by the similarity of the situation however he tries to find out the solution of problems keeping in view their different personalities. He knows that every person is different from the other all this difference determines his/her response to the situation. In same situation two different people will react differently.

6. Principle of Participation

Giving proper guidance to the client is worker's job. Client himself tries to enhance his capacities. Worker ensures client's participation in every task to enhance confidence and potentialities of the client. Client himself tries to find out solutions of his problems, if a client is to be

helped to extricate himself from a stressful situation and to regain a personal social balance that is satisfying and enduring, he must be involved as an active participant in the helping process.

7. Principle of Self Awareness

The worker is a professional and whatever he/she say or do during him/her to always be vigilant and never ignore his/her professional responsibilities. Maintain his/her relationship with the client in certain professional limits and keeps his/her professional life. He/she controls his/her client and does not express any such emotions that break the professional relationship of worker and client and client feeling of distrust in client towards worker. His/her attitude towards client is neutral.

Techniques/ Skills of Social Work Practice

Social work uses a change process in working with client. (Client includes individuals, groups, families and communities) the council of social work education in its curriculum policy statements identifies eight techniques/skills that are needed for social work practice. These eight skills interestingly provide an excellent framework for conceptualizing the phases of the change process in social work.

1. Defining Issues

Defining issues is the first step in change and often becomes fairly complex. The first step a social worker must take in a problematic situation is to identify the wide verity of issues raised. The issues serve as a guide for the next phase data collection and assessment. During this initial phase and during the other phases as well. The worker must establish and continue working relationship with the client. To do so, the worker must build a strong rapport and reflect empathy (sympathy/compassion), warmth and genuineness.

2. Collecting and Assessing Data

In this phase social work beings an in-depth collection and analysis of data to gain answers to the issues raised in phase. For some of the issues useful information can be obtained directly from the client and for other issues related to the client's problem information can be collected from other sources. Assessment is the process of analyzing data to make sense on it. Phase II involves an assessment of degree agency between the client. Its needs and the agency's eligibility requirement and resources. The services may be terminated for the lack of fit. The client may be declared elsewhere for service, perhaps because of the presumed superiority of some other agency.

3. Planning and Contracting

Planning includes formulation of initial objectives (goals) and decision, making regarding which objectives to pursue. Often a strategy such as cost benefit analysis (estimating resources being used and estimating potential benefits) is used to make decisions about which objectives to pursue. Due to time and resource constraints only rarely are social worker able to pursue all worthy objectives.

4. Identifying Alternative Interventions

At this stage/ phase the worker tries to find out different alternative interventions for the solution of client's problem. Interventions are proposed on the basis of objective formulation at the earlier stage. The worker identities several interventions with the help of client and help him to the one which is most practical and suitable in his (client's) perspective i.e. personalities environment, social background among others.

5. Selecting and Implementing Appropriate Course of Action

This step involves selection and further implementation of correct strategy to work. This selection is based on the background knowledge

of social worker of human psychology and behavior, previous similar cases experience of the agency, existing body of knowledge and research conducted on various kinds of cases and client at earlier stage.

6. Using Appropriate Research to Monitor and Evaluate Outcomes

This involves identifying appropriate research design to monitor the whole process and evaluate outcomes of the helping process or techniques/ skills applied. It may involve not only research of the whole process but also several other desk or field studies that are required as preliminary/ baseline information of the issue/ problem or client.

7. Applying Appropriate Knowledge

Latest research based knowledge is used in this phase as a tool to help the client in solution of his problem. It may include interact and on line computer services to research database for the relevant information or effective models, programs, interventions introduced in this regard worldwide. Furthermore different films or video tapes could also be used as a tool to instrument change.

8. Terminating

If a close working relationship has formed between the worker and the client termination is often a painful process especially for the client and sometimes also for the workers. In the change process, sensitive issues are often addressed, considerable effort is frequently made to make constructive change, dependency may develop and as a result the client is expected to experience a sense of loss when termination occurs. A final evaluation is usually a part of terminating. The final evaluation involves more than the assessment of what occurred during monitoring because it places a value on the usefulness for change process. The final evaluation is also extremely significant to the agency because it provides information about whether for this situation agency's services have been

beneficial the individuals who are participating in a group work process get an opportunity to carry out their responsibilities in overall interest of the group. They participate in group activities which encourage creative expressions and feel the presence of the worker who is here help them. They pursue a policy of “give and take” which enables them to work out at mutually satisfying social relationship. Ultimately they identify themselves with their group and feel that the agency and the workers are helpful persons available to guide and assist them as individuals and as members of a group.

“Social group work thus becomes new types of group, a service that is primarily positive and that is designed to give people an opportunity to live, work and play together under conditions that are planned to meet their needs”.

BASIC PHILOSOPHY UNDERLYING SOCIAL GROUP WORK AS A METHOD

1. The philosophy of social group work is based on the importance of group life.
2. From cradle to the grave every person is a member of various groups in an ever widening circle.
3. These social groups play an important role in the life of an individual.
4. His effective social functioning depends up the ability of the individual to move in diverse group.
5. It is mainly a question of getting along with other people an ability to relate to other in a positive manner. The establishment of satisfying group life outside the family is a pre-requisite for effective social living which every individual must accomplish throughout his life.
6. To some people this comes naturally, for others it may have to be fostered and developed.
7. For the latter, social group work situation serves as forum for the establishment of social relationship in the form of group and provides opportunities for the development of social habits which are helpful to social adjustment. Mutual give and take policy enables the members of the group to evolve a mutually satisfying social relationship among themselves.
8. If early experiences of a person have been mostly positive in nature, he/she develop a positive attitude and he/she will not usually be experiencing difficulties in adjusting with other persons.
9. Social group work thus aims to give a constructive and satisfying group experience to people as individuals. They are likely to adopt this

constructive approach and positive outlook also in other spheres of life.

10. The experts of the group work are of the view that group work helps the socialization of a group. (Socialization is a process through which a biological person is changes into social entity). This process is not completed unless a person has a group experience. The experiences they gain are satisfying. Then we can say that they have a balance personality and they are well-socialized.

According to H.B. Tracker, the Philosophy of Social Group Work is based on the following points:

1. Need a Variety of Group Experiences

It is central concept of social group work that all persons need a variety of group experiences. Their needs of group experience tend to parallel the various kinds of group adjustments all people must make. Larger, less cohesive group supply the means of integrating the individual with the wide range of experiences. The small intimate, cohesive friendship group affords an opportunity for individual development and personal satisfaction. Social group work thus seeks to provide group experiences of several levels.

2. Individuals have Ability to Change & Grow

Social group workers believe that individuals can be helped to grow and change in personality and attitudes through experiences with other people in the setting of social agencies, personality growth are not only possible but probably better in those groups which have workers appropriately skilled in process of utilizing group interaction.

3. Experiences are Most Significant

Social group workers are increasingly aware of the fact that structure and organization within a group have little to do with the actual

influence of the group have on the individual. Rather the emotional quality and tone that individuals bring to and take from group experiences are most significant.

4. Democratic Behavior is Learned Behavior

Social group workers believe that democratic behavior is learned behavior. Individuals must be help to understand what democracy really means and the same individuals must be given an opportunity for practice in democratic living.

5. Growth of Capacities and Well-Balanced Personalities

Social group work makes possible the release of individual capacities and the growth of well balanced personalities. There is no room for rigid and imposed program in which the individual is subordinate to activity. There is ample evidence that through group experience individuals acquire skills and other abilities of like nature.

In short, social group work aims to give its members a democratic experience and satisfying group life which will make them democratic in outlook as well as in practice. It is service not merely to individuals but to democracy itself. That is the greatest venture of social group work in the modern society.

PRINCIPLES OF SOCIAL GROUP WORK

The purpose of these principles to guide the group worker who needs knowledge of individual and group behavior and social conditions as well as the ability to work efficiently with group of people.

H.B Tracker in his master price “Social group work principles and practice,” has given the following principles at social group work.

1. The Principle of Planned Group Formation

In social group work just basic unit through which individuals are helped to grow physically, socially and culturally. The first task of the group worker is to form a group. The agency and the worker must be aware of group situation viz, structure of the group inherent potentialities of members of the group, their aptitudes and habits, their needs, resources and limitations. This is the first principle of social group work practice called the principle of planned group formation.

In social group work the group is used as the vehicle for the all around development of the group. Group worker’s function is to prepare the group in such a way that the group members fully utilize their own capacity and available resources to achieve desired ends.

2. The principle of Specific Objectives

The purpose of social group work is to help the group to satisfy its needs and achieve a desired purpose through the proper utilization of the group member’s capacities and resources of the group.

Group work requires that the group worker the agency must take into account the need, resources, strengths and limitation of the group and must frame specific objectives in accordance with the group’s needs and capacity.

The function of the group worker is a helping or enabling function. This means that his goal to help the members of the group and the group as a whole to move towards greater independence and capacity for self help. Specific objectives of individual and group development must be consciously formulated in harmony with group wishes and capabilities.

3. The Principle of Purposeful Worker Group Relationship

The group work method requires the worker to form purposeful relationship with group members and the group. This includes a conscious focusing on the purpose of the agency concerned and the needs of the group as expressed by members. One of the main tools in achieving such a relationship is the conscious use of self. This includes self knowledge and self discipline on the part of the group worker in relationship with the group members without loss of warmth.

The establishment of the relationship demands that group worker must accept the group members with all their strengths and weaknesses and the group members must be prepared to accept the help rendered by the group worker.

4. The Principle of Evaluation

Continuous evaluation of group work process and progress in terms of outcome is essential. The worker must be capable of evaluating the progress of the group. Evaluation must be undertaken in accordance with a prescribed standard. Social group worker deals with different groups having different needs and capacities and possessing different ways of achieving ends.

OBJECTIVES/ PURPOSES OF SOCIAL GROUP WORK

The broad objectives of social group work are similar to those of social work profession as a whole.

However agencies do have specialized objectives and in accordance with these varying objectives the programs also vary so as to meet the needs of the individuals of the group.

Some important objectives of social group work are given below:

1. Development of Individual and Group

The development of individuals along with the group and in keeping with the agency function is the ultimate objective of the group work.

2. Social Adjustment of Individual

It is interested in the social adjustment of the individual and in developing social consciousness within the group.

3. Development of Personality

It believes that mutually satisfying experiences among people are necessary for the growth and development of their personalities.

4. Social Group Work

Tries to enrich community life by teaching individuals to take responsibility for their own behavior and also become participating members of the group thus members of the group become socially mature and responsible.

5. Positive Qualities

Social group work provides opportunities for the development of positive qualities and habits in the members which create social cohesiveness in the group.

6. Group Work

Seek to provide opportunities for planning group experiences that needed by all people.

As a specialized technique, a group work seeks to provide a group setting in a place of old institutions like joint family and neighborhood etc.

Here its objective is to provide a kind of experience in a controlled environment which enables the members to participate freely and effectively varying group situations.

7. Social Group Work Provides training for Democratic Life

8. Its main purpose is to initiate such comprehensive preventive including juvenile delinquency.

9. In group work through meetings members learn punctuality and discipline.

(OR)

Its main objective is to taught discipline and punctuality to people through the programs.

10. Group work provides recreational facilities not only for entertainment but also for the training of the people.

Thus group work has proved equally beneficial to individuals, groups and communities

BASIC SKILLS IN SOCIAL GROUP

Skills refer to the ability or capacity to apply the theoretical knowledge in the practical field.

Group work implies that the group and the worker will be engaged in some activity which may be social, recreational, educational or cultural in nature. These group work activities require certain skills on the part of the worker. He must have skill in working with the people in an agency setting. He must know the community. He must also possess a growing awareness of himself as well as of the group.

H.B Tracker has suggested the following skills which a group worker should possess. These skills are.

1. Skills in Establishing Purposeful Relationship

The worker must be skillful in gaining the acceptance of the group and relating himself to the group on positive professional basis. He must be skillful in helping individuals in the group to accept one another and to join with the group in common suits.

2. Skill in Analyzing the Group Situation

He must be skillful in judging what the group needs and how quickly the group can be expected to move.

3. Skill in Participation with the Group

The role of the group worker is the situational, so that he must determine his own role, helping group members to participate and to locate leadership among them.

4. Skill in Dealing with Group Feelings

The group worker cannot work with the group, unless he understands the reaction of the group members among themselves towards.

FACTORS INFLUENCING THE ROLE OF SOCIAL GROUP WORKER

The role of the worker varies different group. Because group situations are so different and as such their programs and needs also differ. The first duty of the group worker is to study the group and the circumstance surroundings it before attempting to define his specific role with it. This is not confined to the behavior of the individuals in the group makes meaning against these factors.

Following factors influencing the role of social group worker:

1. Community
2. Agency
3. Group Worker
4. Group

Community

Social group are nothing but a part of some community which in its turn is an aggregation of different groups.

The agency through which group work is practically dependent and its existence on the support of the community morally and materially. This suggests that the community has much influence on the role of the group worker. The main factors of the community which determine the role of the group worker are:

- Economic Condition
- Cultural Values

1. Economic Condition

It is an important factor for determining the role of group worker. If the group comes from a community which is economically advanced he has to display different role than in a group coming from an economically background community.

2. Cultural Values

It also influences the worker's role. The group worker is in favorable position, if the program is supported by the agency and the group is supported by the cultural values the community concerned.

But if it not supported by the cultural values of the community, his role has to be shifted from the group to the larger community for motivating the latter to accept the new program.

The Agency

Social group work is practiced through some agency. The agency has its own purposes and limitations. The group worker cannot go beyond the purposes and limitation of the agency.

Thus the agency is an important determining factor of the group worker's role in following ways:

- Agency facilities and program
- The agency function and scope

The Worker

The group worker assigned to the group as a professional person. He is expected to help the group achieved its own purpose and not to realize any personal interest. His responsibilities lie in discharging his professional role. This indicates that professional status of the group worker himself is an important factor in determining his own role.

SCOPE OF SOCIAL GROUP WORK OR NEED OF SOCIAL GROUP WORK

From each and every aspect of life, we Pakistani badly in need of organized group work. In fact our national outlook organized from the philosophy of social group work and we have this prescribed to the world our greatest achievement Pakistan. However as a developing country, Pakistan needs recognition from different aspects of life. This calls for the practice of organized group work.

Following are some of the important fields which provide good scope for the practice of social group work in Pakistan.

1. Housing and Settlement

In an area like “Muhammad Pura” in Dacca, city where group work may be practiced. The history of group work footnotes that group work practice started through housing and settlement/ movement.

Group work is highly essential in this field. This kind of area is inhabited by people with differing backgrounds. Moreover they are new in the locality. It is very likely for them to maladjustment to the new situation. In establishing the spirit of cooperation living among them social group work can play a vital role.

2. Neighborhood Centers

A community can never enrich itself and contribute to the development of nation as a whole unless there is strong we feeling among its neighbors. The community can move forward rapidly for progress only when its neighbors do feel for each other participates in the common affairs of the neighborhood. But this feeling of neighborhood is lacking group are likely to be different from those of boy's group. It is evident from this, that age and sex of the group

members have much influence in determination of the role of the group worker.

Attitudes of the Group Members

The most important factor that influences the role or the worker is attitudes of group members.

If the group members do not show their interest for achieving the goal then the group worker's ability has no importance until they show their willingness for achieving the group purposes.

WHAT IS COMMUNITY?

In Sociological literature one can find a number of definitions for the specific term of community depending upon social scientists, authors and knowledgeable writers and their focuses of attention about a special problem.

The term of community is still undergoing the stages of qualification and modification. Anyhow just for the sake of reference, we can say that the concept of community refers to;

- “A large number of people living together with in a given geographical area, sharing a common way of life in such a way that they meet most of their basic needs and problems from local and social institutions”.
- “Community is a large group of people living in a common territorial area and has a considerable degree of interpersonal acquaintance and contact, and some special basis of coherence that separates it from neighboring group”.
- The community may have some special bonds of unity such as recreational origin or religious affiliations”.

In urban area a word or a Mohallah can be called a community where the number of people falls approximately in the range of 1500 to 2000, but in rural area a village or a town can be said community where the number of people falls approximately in the range of 500 to 2000 in Pakistan life.

If we make a view of (urge area, we shall find that after every hundred miles the values and the traditions are changed, these changes may be tangible or non tangible. Therefore it can be said that there are so many community patterns existed in our country.

Ogburn and Nim Coff has also defined the term community as under,

“A community may be thought of as a total organization of social life within a limited area”. OR

Arthur Dunham says that;

“A community is a group of human beings settled in a fairly compact geographical area, and having some significant elements of common life as shown by manners, customs, traditions and modes of speech”.

In developing countries the resources are very limited with respects of problems and needs. Therefore it becomes difficult for government to meet individual’s problems one by one, so government takes them at community level, we study their problems and in way we can secure their welfare.

COMMUNITY DEVELOPMENT

Social work consists of six methods, some are basic methods and some are helping methods. Basic methods are called primary methods and helping methods are called secondary methods.

Primary methods are those which are directly involved in social functioning or used directly in social functioning and secondary methods are those methods which are indirectly involved in social functioning or used as helping methods in applying the primary methods.

- Community development is a primary or basic method of social work which is applied by a professional social worker in a specific area. Social workers try to collect the up to date information and condition about the community people and try to guide and stimulate them to their needs on self help basis.
- Community development does not limit itself to any particular section of the community. It smooth the way for personal freedom, economic and social justice for every man and woman of the community.
- Community development copes with the problems of the community people without any distinction of caste, creed and color.
- Community development includes all aspect of people's lives in the community and seeks to enrich their life in all aspects. There are economical, social, physical, educational and recreational aspects.
- In community development nothing is imposed on the community people. The community worker seeks to secure the participation of the community development programs. This participation of

people in the community development programs is not due to the application of force but the persuasion.

- Community development seeks to smooth the way for economic and social revolution with in a democratic setup where the worth of an individual and his talent capacity the growth and development is enhanced.

They already become conscious of their problems, it means they become aware of their needs and problems and they want some change. This awareness about the problems and needs to infect stimulates them and forces them to act and exist.

On the other hand if the people are ignorant about their needs and problems, it means they are unaware of their needs and problems. They do not have the senses of awareness. And how can they think about the solution of their problems.

Therefore, it can be said that a worker should start his work with a basic theme and he should make condition and situation later for their awareness through different ways and practices, so if the people of any society or community have consciousness and it has gone to their minds, they will think and observe different ideas, plans and solutions of their own problems. They will create new and modern things to meet their needs. Only consciousness and awareness about their problems makes them superior to others, because it is the supreme quality of the human beings for the solution of different felt needs.

Consciousness is the first step to reach the target and goal, objective and solutions. The question arises if consciousness is so important, how it can be secured?

Proper education is necessary for consciousness because consciousness comes through information and for information proper education is necessary. Otherwise there is no way to bring it in the minds

of human society. One must be education, well guided and sensitive to become fully conscious of his environment.

For consciousness as stated above that proper education is essential. It does not mean that education of schools colleges or universities only, but the people should have clear cut ideas and sense of their own needs and problems. People of the community already know a lot of things and they have a great number of information only. The purpose of education is that they should be educated in their own field and profession.

In other words, it is a journey from ignorance to knowledge, called education.

COMMUNITY LEADERS

Another thing which is also important for professional social worker for the purpose of community development is to involve the persons of the community.

A professional social worker should keep leaders are very important. They are the gateways of this community. They have authority and can ask people to do some certain things. We do not know about the traditions, attitude, likings, disliking and behaviors of the community people. Community leaders have much knowledge about the community people. Generally community leaders are presidents of welfare a agencies, chairmen of Zakat committees, Counselors, school teachers, Nambardars and Imam Masjid etc.

The front line of the community is the leaders of that community. They are key persons and decision makers. They are the main gates by which a professional social worker can provide them the consciousness and awareness of their needs and problems because they have great influence upon community people.

Key persons can easily provide them consciousness because of their status and authority. How do they can provide? What is their need? They answer is that it is the application of logic (evidence) and magic. The people try to understand that why so, why it is, how it is, and who it is etc.

These are the sentiments which deal with life motivation. It is esteem for life. Both reasons and emotions are only involved to complete the objectives of our life. It provides us the way of action to achieve the target and goal of life in community and society.

STEPS OR PHASES OR STAGES OF COMMUNITY DEVELOPMENT PROCESS

Steps or phases in the community development process mean those different skills, techniques and methods by which a professional social worker tries to get up to date information about the community. Then to get fruitful results off community development process he arranges the programs according to their expressed needs and problems and then he checks their accuracy. These steps are essential, important and necessary for professional worker during the course of community development process. The utilization of these steps has deep rooting meanings in the process of community development.

Community development process involves four steps i.e. study, planning, execution and evaluation.

1. Study of the Community (First Phase)

It is an important step in this sense that without having a picture of the community conditions, it is difficult to formulate a picture of program of social development. It is necessary for a professional worker, who is appointed in a community where people are quite unaware or have no concept of community development, where people are ignorant the worker has to study that community from different point of views or from different angles and corners.

Study of the community is only possible with the cooperation of representative and key persons especially. The worker, who is an outside in the community, must have a meeting with the key persons of the community. With the help of key persons he will get different types of information about the community.

For instance, what are the social, political, economic and religious conditions of the community? What types of people live in it? What is education? What are the traditions values, norms and customs of the major problems of the people?

It means that first step is designed to discover and present a broad picture of the community which forms the foundation for planning and execution. The methods and techniques used in community survey are questionnaire, schedule, observation, interview available relevant literature, journals etc.

2. Planning/ Paper Planning (Second Phase)

Planning constitutes the second step in the community development process. It is an important phase or stage in which paper planning of program or policy is made.

This stage consists in the formulation of well discipline ideas and policies and also discipline of future course of action. It absolutely depends upon the up-to-date and true information collected by the community worker during study of the community. That is why, it is said that study of the community forms the foundation for planning without having a picture of community conditions, it is very difficult to formulate a program of social advancement.

The question arises that why the paper planning is necessary before the execution of any welfare program. The answer is that it is necessary to avoid wastage of energy and resources, time and labor.

It is only possible through proper planning of the program or otherwise it will become very difficult to complete any program or project accordingly. It will also assist a worker in the last stage of the community development process.

The following points are very important for a professional social worker. He should keep in his mind when he is going to plan any welfare program.

- The program should be according to the customs, norms and cultural patterns of the community people.
- The first program started by the worker should have clear cut chances of success.
- Priority should be given to the felt and expressed needs and problems of the community people.
- The program should be multipurpose to meet the manifold needs of the community people.
- The program should take into consideration the availability of resources and technical services necessary for implementation.
- The program should take into consideration to complete it within time limits and sources
- The program should be according to the all national policies.
- The program should support and be supported by the other projects of the community.
- The readiness of community people to accept the program should also be considered.
- The programs which utilize maximum labor power should be given priority.
- The program should have the flexibility.

3. Execution of program (Third Step)

In the community development process execution is the third important step or phase. It implies the implementation of the plan or discipline in the practical field for the achievement of its objectives. It is

the stage where the actual labor force of the community can be involved in welfare activity or program.

In that execution of the plan the existing administrative unit of the community should be constructed because the formation of new executive or administrative unit is costly.

In that case the achievement of main objective of community development i.e. maximum benefits out of human resources will not be possible. It may create conflict between old and new administrative units which may hinder the successful implementation of the program. So, it is better to adjust existing administrative setup as far as possible.

4. Evaluation (Fourth step)

The fourth and final stage of the community development process is evaluation through evaluation a community worker observes different hurdles difficulties which come into the way of the process because of which he could not complete his project and programs within limited resources and time. It consists in studying and assessing all the strength and weaknesses of the program.

How much response is given to the program by the local people? To what people have shown their ignition and indignation to the program. And how much time has been spent to complete to a program.

Evaluation seeks to study how far the program has met the expressed and needs of the people and whether it needs modification in view of the existing conditioned of the community.

HOW A PROFESSIONAL SOCIAL WORKER ENTERS IN A COMMUNITY?

A professional social worker when entered in a community he has to follow the basic that are as below:

- Meet the key persons of the community
- Contact with the different institution of the community
- Try to study the psychological condition of the people of the community
- Understand the rules and regulation, customs and other traditions of the society
- Adopt the culture of the community

A professional social worker when entered in a community he follow the above basic steps because when he is able to understand the multidimensional part of community then he is able to get through in a community successfully.

Secondly here the process is very important through which a professional social worker is able to do community development, that are:

A professional social worker starts his services from the very basic theme of the development. This is a fact that worker must be kept in mind when he entered in a community and start the development process that human beings do not act and exist until they do not be conscious.

Development is a story of human consciousness. People become conscious of their needs and problems and try to solve them only when they are conscious of it otherwise if they don't have the sense of awareness then how they can think for the solution of their problems.

So the consciousness only gets through by education as the word consciousness is a journey from ignorance to knowledge.

For achieving the goal of development for which a professional social worker enters in a community he has to firstly deal with the key persons of the community because they are the gate way of the community without their cooperation the worker will not be able to do work successfully.

APPROACHES IN THE COMMUNITY DEVELOPMENT PROCESS

As a professional social worker knows that there are different methods and skills in social work practice. Just like the methods and skills there are some approaches in community development process which are known as orientations of change or simply as approaches in community development.

Definition

“An approach means a specific and particularly way of working in the community whether it is through professional worker or any body else e.g. a reformer or a politician etc”.

There are several approaches in community development, but give of them are more remarkable. These represent the different ways of working with the community and each of them has its own specific philosophy, values, techniques and results.

Selection of Approach

Now this is the worker who has to select the last one from them to get or achieve his goals. In other words selection of a suitable approach for the community development program is much important because the whole process of development importance basic on suitable approach.

Execution of paper Plan depends upon the selection

It can be said that the proper implementation or execution of the paper plane is only possible when the selection of the approach is very position and suitable.

OBJECTIVES OF COMMUNITY DEVELOPMENT

Community development has the following objectives;

1. Community development aims at making proper use of the available resources for meeting the felt and basic needs of community people.
2. It aims at bringing about planning change in community through combining efforts of public and private authorities.
3. It aims at establishing mutual understanding among the welfare agencies.
4. It aims at providing training facilities for all types of workers voluntary and paid by establishing professional training institutions.
5. It aims at establishing purposeful working relationship among people at all levels from local community to national level.
6. It aims at establishing proper organizational machinery for achieving best possible results in social and economic development.

Some Other Objectives of Community Development

7. To help mankind
8. To collect information
9. To provide services
10. Planning
11. To make budget
12. Coordination
13. To raise the standard of living
14. Awareness

THE DIFFERENCE BETWEEN COMMUNITY DEVELOPMENT AND COMMUNITY ORGANIZATION

Following are the major differences between community development and community organization.

Definitions

Community Development

“Community Development is a process designed to create conditions for economic and social progress for the whole community with its active participation and the fullest possible reliance upon the community initiative”.

According to Murray C. Ross

“Community organization is a process by which a community identifies its needs, finds the resources to deal with these needs develops cooperative and collective attitude”.

Practice

Community development is practiced mainly in underdeveloped and static communities, where no change has been introduced and which needs new services.

PRINCIPLES OF COMMUNITY DEVELOPMENT

As we know that a community embodies different types of people having multifarious behavior. A community worker has to work with the community from different points of view to achieve material as well as immaterial progress for the community.

To achieve the targets and objectives the worker works according to some rules and regulations according to the code of ethics and according to the line of action provided by his profession.

These codes of ethics, rules and regulations and lines of action are called principles of community development.

For better adjustment between needs and resources and for a balanced and successful progress a worker should keep in his mind these important and certain principles during the course of working with the community people.

1. Principle of Acceptance or Recognition of Dignity of community people

As we know that community where professional worker is appointed consists of different types of people e.g. some capitalists, some poor, some rich, some criminals, some back marketers etc.

The demand of principle of acceptance is that if anyone of them, individual or group of individuals comes to the worker to seek help, should accept them with all of their potentialities qualities and deficiencies without any distinction of race, creed, color, loins, tongue and nature of their profession. He should keep in his mind all human beings are consisted of fish and bones. The difference is only that he is with a problem. That is why it is said that the value of community development is deep rooted in the recognition of the dignity of each individual of the potentialities of the community people to raise the standard of their life through their own efforts.

The principle of the acceptance and the community worker, who brought it into action to achieve better result and social target of profession are of great importance for community development.

2. Principle of Participation of Local People

No doubt a community worker has much knowledge, professional skills and a lot of experience about community anyhow he is not much familiar with changing problem as an individual of community. The community people know hundred times better about the existing problems than any outside. This principle puts much stress and emphasis on the active participation of the community people in the program which is being started by the worker for the welfare and betterment of the community.

Therefore, the goals and targets of community development process can only be achieved through the participation of the local people.

Expectation

The worker should involve maximum number in the whole process of development from A to Z: because the problem deals with them and worker has work with them, not for them. This participation ensures the achievement of the targets and ends.

3. Principle of Self Help

The base of social work profession is the principle of self help. It is the philosophy of social work profession to overcome different types of problems through local people within their own resources. Some problems can be solved by the community people but they do not know the solution of these problems because they have no proper guidance interest and knowledge in this situation. The role of a community worker is just to provide proper guidance and information about the solution of the problems. The community worker should tell the community people that how to solve it.

The complete the welfare programs community development rests on the principle of self help. Every community has resources and

potentialities which can be achieved and mobilized for its self improvement. The principle of self help of great importance especially for the developing countries has unlimited problems and limited resources. They are not in position to visit the problems of individuals door to door. Therefore they are taken at community level and on self help basis their welfare can be secured. Through the principle a professional worker can easily achieve his targets and objectives because our resources are limited.

4. Principle of Self Determination

The worker should create awareness among the community people about their problems and he should tell them the proper and possible solutions of their problems. The worker has to work with the community, not for the community. He has no authority to impose decisions upon the community people because community development believes in the right of self determination.

The worker can estimate and can guess about the problems. After fixing the priority of the problems and their solution, the final decision comes from the community side because the community development believes that the people of the community have the right to determine their own course of action. The worker should provide them the opportunity to solve their problems to maintain their programs and services according to their own wish. The worker should feel their will that how they want to solve their problems.

5. Principle of Coordination

Coordination of people working for development is very necessary. If it does not exist we cannot get fruitful results of any effort. Because when balanced development of community is the goal of community then coordination action is necessary. When the efforts will be scattered, they cannot contribute much to the uplift of local community. The people should have very much integration about the program of social worker. They should have the hand of coordination to make any decision. No overlapping of any service should be there.

The project which is going to be setup in the community should not clash with any other program which already exists in the same community area, because community development aims at facilitation of better coordination between public and private efforts.

6. Principle of Equal Opportunities for All

When a professional community worker is placed or appointed in community to perform his duties. In that certain area different types of people are living. Now the worker to bring change in the community by working with the community not for the community.

Therefore it is his duty to make such plans or program which provide a chance every individual of the community to make use of these programs for their own welfare that is why the process of community development believe is the democratic principle of providing equal opportunities for all sections and for all sects of people living in that area irrespective of any difference of caste, creed, age and sex. If one section of population of the community is ignored and left behind, the balanced development of the community cannot be ensured.

7. Principle of Consistency with Cultural Values

Each community has its own specific and important cultural values and the people consider them their glory. They give them great importance. Therefore a community worker should keep in his mind during the course of time that every activity, program and every step should be according to the basic cultural values of the community where he is placed or appointed. The basic values with the passage of time and from community to community. If the worker wants to secure his targets and goals within the limited resources and time, he should start his program according to the cultural values of that community, because these values have much to do in acceptance or rejection of the program by the community people. If the program is not supported by the cultural values, it is likely to be rejected by the people of the community where it is to be executed.

That is why community development stresses that the program should be made in consistence with the existing cultural values of the community concerned.

8. Principle of Felt Needs

Community development believes in the principle that program should grow out of the felt and expressed needs of the community people. It is not only democratically desirable but also psychological sound that people are likely to participate in a program concerned with their life and felt needs.

If the programs are not according to their expressed needs, the community people are not likely to undertake and carry on these programs. Only that program is being accepted that signed to meet their felt needs and expressed needs.

9. Principle of Participation of Local Leadership

A professional worker should keep in his mind that he is an outsider and stranger in the community so without active participation of local leadership i.e. key persons of the community he will not be able to find out different types of needs and programs sources and resources of that community. First of all, he has to conduct a meeting of the social leaders like counselors, teachers, Nambardars and Imam Masjid etc. with the support of these key persons it will become convenient to conduct a meeting of local leaders and to conduct the survey of that community.

Study of the community has keep deep rooted meanings in planning and study exams only be taken with the help of these leaders.

10. Principle of Integration of Public and Private Efforts

Community development aims at facilitating better coordination and integration between public and private efforts.

11. Principle of Utilization of Community Resources

Composition of community development puts much emphasis on the utilization of available resources of the community. Its ultimate objective is to promote the well being of community through proper utilization of community resources.

SOCIAL RESEARCH

P.V Young defined as

“Research is a careful, exhaustive, intelligent, purposive and unbiased investigation of a problem. It is an exploration into the unknown facts”.

W.A Fried Lander

“Social work research is a systematic, critical investigation of the questions in the field of social welfare with the purpose of yields the answers to the problem of social work and to extent and generalizes the social work knowledge and concept”.

If social welfare is to serve its clients effectively, it is essential to get their opinion about the services already being offered to them it is also important to study the effects and impacts of the services of social agencies on their beneficiaries.

Now the role of research is to find out the influences one over the other because the programmes of welfare are in influenced by the needs and cultural conditions of the purpose. Social welfare policies and practices have their impact on people living conditions and these inter influenced by the conditions of the people. Other objective of evaluative research is that and what changes may be required in the policies and the methods used to provide the services.

Research also helps to determine cause effectiveness of the welfare programme because it is necessary to assess as what are the benefits in relation to the cost of the programme.

SOCIAL WORK—THEORY AND PRACTICE

Mostly it is because a profession that strives to be respectable must be “research base” The research method is one way of knowing. It can help us to know what we are doing so that the selected intervention to be on our client is based on more than faith and hope. Thus, one reason for research’s sudden respectability is the professional aeration of social work.

PROFESSIONAL ETHICS

There are three precautionary ethics that must be taken before beginning any research study. These are: (1) obtaining the participants’ informed consent, (2) designing the study in an ethical manner, and (3) ensuring that others will be properly told about the study’s findings.

MAIN STEPS OF SOCIAL WORK RESEARCH

Like other social sciences, certain steps are required in the field of social work research too, for conducting research on scientific lines. These steps are as follows:

- 1. Selection of subject:** On the basis of experience and available information the researcher formulates the problem under study. It may either be a specific aspect, or includes the total aspects of the problem. The problem selected should be relevant to the branch of social work which the researcher is going to study.
- 2. Formulation of hypothesis:** Acting selecting the problem, the researcher gathers certain ideas about the problem. This process is known as hypothesis. According to George Lundberg: “the hypothesis is tentative justification the validity of which remains to be tested.’ In its

most elementary stage the hypothesis may be guess, imaginative ideas which becomes the basis for investigation.

3. Construction of a research design: For social work research, it is necessary to prepare a research design. The research design enables the worker to carry on his work systematically. The research should be formulated carefully and once the design has been prepared, it is easy to test the hypothesis, analyze data and take other steps.

4. Survey of literature related to the problem: Mere selection of problem is not sufficient. For proper understanding of the problem the worker has to survey the literature related to that problem.

5. Investigation and study of material related to the problem: No study is complete in itself. There are various matters and topics related to the problem. For proper study it is necessary to investigate and study the material related to the problem. This investigation and study is helpful in taking the future steps.

6. Collection of data: After preparing the research design, the process of data collection is started. For this purpose, first step. Is the collection of
Data or facts pertaining to the problem.

7. Tabulation of Collected data: Mere collection of data is not sufficient for research. For proper study of the problem, it is necessary that data should be systematically tabulated and classified. This step helps the worker to proceed in the right direction.

8. Analysis and interrelation, of data: Once data has been tabulated and classified, the, worker proceeds to analyze and interpret it. On the basis of tabulation, the worker is able to categorize the, data according to its characteristics. This makes the analysis and interrelation of data easy.

9. **Verification, of the problem and hypothesis:** After analysis and interrelation-of' data, the 'research. Verifies the problem and the hypothesis. Without verification, it is not possible to arrive at any correct result.

10. **Generalization:** Once hypothesis has been proved to be correct as a result of verification, certain general principles can be laid down. These general principles are based on the results of the analysis and verification of the data scientifically tabulated and classified.

NGO ROLE IN DEVELOPMENT

- NGOs could play an effective role in many people oriented programs such as health, family planning, environment and non-formal education
- Non-Governmental Organization (NGOs) has been playing a central role in education of marginalized group in developing countries.
- NGOs are playing very important role for over all development of back ward segment-of society through providing right base approach and service delivery. NGOs are working in the field of Education, Health, women development, economic development and capacity building of civil society organizations. More over NGOs are playing pivotal role to create awareness among community about their rights and responsibility. Pakistani NGOs are very vibrant to watch the progress of overall development and had played very active role to restoration of judiciary.

Fields of NGOs

- Education
- Women development
- Environmental
- Economic development
- Rural development
- Youth development
- Health
- Disaster Management
- Handicapped
- Human Rights (Child, women, minorities etc)
- Animal Welfare

Education

- Education for children is provided through formal and informal schools
- Designs and implements early childhood education programs
- Engaged in provide education to under-privileged communities
- Aims to provide quality education at low cost
- Vocational centers provide computers and vocational training for youth
- Construction of schools
- Deserving students' scholarship for a college education.

NGOs working in education sector are:

- CARE
- SABAWON
- The Citizen's Foundation
- Taleem For All Trust
- UNICEF etc

Women Development

- Provide skilled training, micro financing & community development
- Provide medication & counseling services
- Running awareness campaigns
- Working against the sexual harassment of women
- Free legal aid, legal awareness
- Literacy campaigns for women
- Women and Children's Rights
- Battered women assistance center
- Group therapy for sexually abused women

NGOs working for women rights and development are:

- LHRLA
- APWA
- WAR
- PAWLA

Environmental Development

- Sustainable water and energy consumption education
- Keeping mountains and forests clean
- Inspire them to learn about, and take action to fight climate change
- To take positive action around climate change, building the movement for a clean, just future.
- Unite for climate, UKYCC, 350, Green Peace, Grief Share, Green Baluchistan

Economic Development

- NGOs also play an important role in Economic sector.
- NGOs provide services like micro enterprises/ micro loans and micro credit.
- Provide skill training like computer training, embroidery training, Catering services, technical training, clothing and textile etc.
- Product promotion and distribution (Bazaars etc.)
- Cooperative creation
- Financial consulting

NGOs working in this sector are

- Bahbud
- Kashf

- NRSP
- PRSP
- AGKRSP

Rural Development

- School, Health Unit construction
- Infrastructure construction
- Cultural center construction and operation
- Agriculture and Aquaculture expert assistance
- Care, SOS are NCOs working in this sector

Community Social Problems (Children Development)

- Juvenile crimes
 - Runaway girls
 - Street Children
 - Prostitution
- NGOs working for these social problems are:
- Edhi trust
 - Pehchan
 - Insaniat
 - Khidmat foundation
 - Bunyad
 - UNICEF etc

Emergency Health Crises

- HIV/ AIDS education and support
- Hepatitis B, C education

- Dengue Fever education
- Drug Addiction recovery

NGOs working in this field are:

- WHO, UNICEF, ADB, World Bank, Iman, Roshni, Nai Zindgi etc.

Health Promotion

- Contraception and intimacy Education
- Organizing and celebration of health events at the national and state level.
- Organizing public awareness campaigns and conducting education on specific health issues.
- Supporting the health campaigns/ programmes
- Supporting the Health Camps/Medical Camps by the Ministry of Health in the community.
- General Hygiene
- Waste Disposal
- Water Usage
- Vaccinations

NGOs working in this sector are:

- FPAP
- St. John's Ambulance
- FFPAM
- UNICEF

Youth Development

- Develop their awareness, leadership, community building, and critical thinking skills through active and substantive participation with their peers and with decision makers globally.
- Career counseling
- United Nations Programme on Youth, Voices of youth and, Youth Voices are NGOs working for Youth, youth for peace, Chanan, SYDP, Youth Democracy etc.

Disability Rehabilitation

- (Awareness about causes of Disability, prevention of disability, early detection of disability etc).
 - Most special schools run by NGOs.
 - Integrated and inclusive education.
 - Barrier free environment in school.
 - Teachers, Open schooling system, Alternative education.
 - Vocational training.
 - Microfinance.
 - Arrangement for suitable job for differently able.
 - Ensure reservation in jobs.
 - Adequate representation in private sector.
- NGOs involved in this sector are; Care
- Care
 - Oxfam
 - Red cross (not ICRC)
 - Save the Children
 - St. John Ambulance
 - MSF
 - Edhi foundation

- Alkhidmat foundation
- World vision

Animal Welfare

NGOs involved in this sector are:

- National Animal Welfare Trust
- WWF
- Vets Care Club
- SPCA

How NGO's function in Community Development should be

- They seek and identify the needs of communities for which there is widespread consensus
- Bring about an 'inside outs change rather than an 'outside in' approach to change
- OD makes organizations more effective whereas CD makes communities more responsible
- Project assessment done in conjunction with existing local groups
- Use of local paradigm (model/ pattern/ standard) in any change and facilitation that may take place

Who pays NGOs

Funding sources

- Private Donations (citizens, businesses and foundations)
- International organizations (UN)
- National Governments
- Membership fee, subscription

Organization independence and operational self sustainability of an NGO can be achieved by an emphasis on their mediation and consultation roles, but without disregarding the social welfare role.

- The social welfare role where relief and charity are key actions. NGOs in this role can be seen as initiating internal programmes and projects. Major secondary actors who would support the NGO in this role include international donor agencies and other charity institutions.
- The mediatory role where communication as a skill is important for development and social action. NGOs in this role can be seen as participating or taking up external programmes and projects. Major secondary actors include government agencies and other formal institutions.
- The consultative role where support documentation and dissemination of information and expertise is critical. NGOs in this role can be seen as working in collaborative programmes. Local experts/ professionals/ resource persons play major secondary roles here.

TYPES OF NGO'S

NGO types can be understood by their orientation and level of cooperation. NGO types by orientation:

- **Charitable Orientation** Often involves a top-down paternalistic effort with little participation by the 'beneficiaries. It includes NGOs with activities directed toward meeting the needs of the poor distribution of food, clothing or medicine; provision of housing, transport, schools etc. such NGOs may also undertake relief activities during a natural or man-made disaster.
- **Service Orientation** Includes NGOs with activities such as the provision of health, family planning or education services in which the programme is designed by the NGO and people are expected to participate in its implementation and in receiving the service.
- **Participatory Orientation** is characterized by self-help projects where local people are involved particularly in the implementation of a project by contributing cash, tools, land, materials, labor etc. in the classical community development project, participation begins with the need definition and continues into the planning and implementation stages. Cooperatives often have a participatory orientation.
- **Empowering Orientation** is where the aim is to help poor people develop a clearer understanding of the social, political and economic factors affecting their lives, and to control their lives. Sometimes, these groups develop spontaneously around a problem or an issue, at other times outside workers from NODs plays a facilitating role in their development. In any case, there is maximum involvement of the people with NGOs acting as facilitators.

NGO Types by level of operation:

- **Community-based Organizations (CBOs)** arise out of people's own initiatives. These can include sports clubs, women's organizations, and neighborhood organizations, religious or educational organizations. There are a large variety of these, some supported by NGOs national or international NGOs or bilateral or international agencies, and others independent of outside help. Some are devoted to raising the consciousness of the urban poor or helping them to understand their rights in gaining access to needed services while others are involved in providing such services.
- **Citywide Organizations** include organizations such as the Rotary or Lion's Club, chambers of commerce and industry, coalitions of business, ethics or educational groups and associations of community organizations. Some exist for other purposes, and become involved in helping the poor as one of many activities, while others are created for the specific purpose of helping the poor.
- **National NGOs** include organizations such as the Red Cross, YMCAs/ YWCAs, professional organizations etc. some of these have state and city branches and assist local NGOs.
- **International NGOs** range from secular agencies such as Redda barna and save the children organizations, OXFAM, CARE, Ford and Rockefeller foundations to religiously motivated groups. Their activities vary from mainly funding local NGOs, institutions and projects, to implementing the projects themselves.

VOLUNTARY SOCIAL WELFARE AGENCIES/ THERE ROLE & PROBLEMS WITH REMEDIES

Voluntary Social Welfare Agencies

Social welfare agency is an agency which caters to the social welfare needs of the people. It is the manifestation of community's organized efforts to provide social services to the people.

Social welfare agencies may be of different kinds. Some agencies may be involved in giving direct social services. e.g. orphanage and clubs, while other agencies may render social services as well as other services, e.g. diabetics association some agencies may be organized with the objective of rendering services only in a specific area, e.g. recreation club while others may be organized with manifold objectives e.g. orphanage. Some agencies may not render any direct services, but may assist in the promotion and maintenance of services e.g. of coordinating council, national council of social welfare etc.

A social welfare agency whether rendering direct services or indirect services, whether having single objective or manifold objectives may be either public (governmental) agency or a private (voluntary agency) or even may be the collaboration of both.

Public agencies are organized controlled and financed by the government. Their aims objectives, rules and regulations are determined by the government authority. Works and activities of public agencies are generally performed by regular paid staff.

Private agencies, on the other hand, are the agencies organized by people out of their own will to render services to the needy. It is also the manifestation of people spirit of self help and mutual aid. A private agency depends for its existence on the support and cooperation of the people. It is financed by the subscription, donations etc. it may or may not receive financial assistance from the government.

Role of Voluntary Social Welfare Agencies

The spirit of voluntary help to the needy is not at all a modern phenomenon. It existed in the remotest past too. Even in those days when people were not civilized in the modern sense. They rendered voluntary and mutual assistance to the needy. Without this spirit human society could not make the gigantic progress it has made in the various aspects of life and living.

Voluntary activity has played an important role throughout the entire history of mankind. In fact voluntary agencies pioneered the modern social services. For example the charity organization society in America played an important role in providing the social services to the people whether to individual or to the groups. In our country also (during natural calamities voluntary agencies contribute a lot. In ancient time's orphanages, madreses, maktab, and many others social services and institutions cropped up a result of voluntary efforts.

Pakistan is committed to build up an ideal welfare state where each and every individual can lead a happy life. There is no denying the fact that in a welfare state the government should assume the major responsibilities of fulfilling the basic needs of the people. Pakistan is now at a developing stage. At present it is not possible for the government to solve each and every problem of the country. These problems in the solution of which the government cannot pay full attention can easily be

solved through voluntary cooperative efforts of the people. As voluntary agencies deal directly with the people they can be well aware of the people's needs and can make suitable programmes to solve them by utilizing local resources. Voluntary agencies can create social consciousness and the spirit of self help among people and motivates them to take active role in the welfare activity. Voluntary agencies may also develop leadership among people and prepare them to manage their own affairs. Voluntary agencies can experiment in new services and justify their importance in national life. If these services prove useful, government may take initiative to expand and improve them.

We are living in a period of transition. With rapid social change caused by the industrialization and urbanization our needs and problems are also changing. As the rules and regulations of governmental agencies are rigid and strict and some formalities have .o undergone in changing them, they cannot be easily changed to meet the changing needs of people. Private agencies being free from red-Taoism and rigidity of governmental mechanism can easily change their policy to meet the fast changing needs of people.

Problems of Voluntary Agencies

Voluntary agencies have undoubtedly, to play a significant role in our national reconstruction. But unfortunately voluntary agencies in Pakistan are confronting multifarious problems which are hindering the effective performances of their role. These problems are as follows:

Problems of voluntary Social Welfare Agencies

1. Financial problem

Finance has become a notorious problem for voluntary agencies in Pakistan. Most of the voluntary agencies have to depend on

subscription, contributions and donations for financing their activities. But the amounts received from these sources are generally not adequate. Financial grants from the government are also not up to the mark. Consequently, the zeal and enthusiasm with which voluntary agencies are established are soon lost for lack of finance.

2. Lack of Trained Personnel

The knowledge of technique and efficiency necessary for carrying out social services calls for adequate number of trained professional staff. Due to the absence of qualified staff the standard of services is low.

3. Lack of Adequate Statutory Protection

Lack of adequate statutory protection at the time of critical moment also leads many voluntary social welfare agencies of Pakistan to die immature death.

4. Lack of Coordination

Lack of healthy co-ordination is another handicap for voluntary agencies. We find a club here, an association there and an adult school here and so on. But there is no proper coordination among them. This lack of coordination leads to duplication of services and misuse of energy and funds. Beside lack of cooperation and sincerity of purpose organization difficulties and social conflicts also adversely affect the healthy functioning of voluntary agencies in our country.

Remedies

In solving financial problems the voluntary agencies can rouse public interest in their activities and convince them to make financial contribution by publishing annual reports of their activities and by arranging practical demonstration of their services. The government should provide more financial grants to the voluntary agencies under

strict supervision. By establishing coordinating councils coordination among voluntary agencies may be effected.

Government should take a more active role in providing financial grants and trained paid staff, enhancing coordination, providing adequate supervision and imparting training and education to the voluntary agencies. It is through the collaborative efforts of the public and private sectors that we can expect rapid development of our social services programmes. To quote former president Mohammad Ayub Khan, “the responsibility of inculcating the spirit of service devolves on all such citizens as are well placed in life. But it seems that like the most of our activities, social work is also considered a governmental responsibility. After all, the government cannot encompass the whole range of national activity with manifold nation building projects which the government is required to undertake with its vastly limited resources. The scope for social work becomes naturally restricted. It is therefore of the outmost importance that private individuals and organizations in our country pursue the national objective of social work with determination and purposefulness worthy of a great nation”.

What it implies is that in a developing country like ours successful development of social service depends on the joint efforts of the people and the government.

Purpose/ objective of Social Work

Social work practitioners serve clients toward specific objectives while the means of accomplishing those objectives vary according to the unique circumstances of each problematic situation. The activities of all objectives of the profession. These goals that unify the profession and assist members in avoiding the development of perspectives limited to particular practice settings.

Council on Social Work Education (CSWE) describes the social work as having six purposes;

Help people enlarge their competence and increase their problem solving and coping abilities. People who employ social work services are typically overwhelmed by their difficulties and have exhausted their coping recourses. Practitioners intervene in the following ways;

Assist client to view their difficulties from a fresh perspective, consider various remedial alternatives, foster awareness of strengths and mobilize both and latent coping resources, enhance self awareness, and teach problem solving strategies and interpersonal skills.

PHILOSOPHY OF SOCIAL WORK & ISLAM

Islamic Values and Social Work

Islam is not a religion in the ordinary sense of the term. Religion in the western sense is an affair between man and his creator and does not deal with his relationship with other fellow-beings. Islam is a complete code of life since it not only deals with the man relationship with the creator but also his relationship with other human beings.

Islam believes in the oneness of Allah and the proper hood of Muhammad (SAW). It believes in one Allah who created the universe and its master, sovereign and sustainer. The holy Quran says “Lahu mulk us samawate wal Arde” (Surah 2:101). The essential code for the conduct of life, according to Islam, may be divided as follows:

- Iman (faith)
- Amal (practice)

Iman contains:

- Iman billah (faith in Allah)
- Iman bil mlaikah (faith in angels)
- Iman bil kutub (faith in revealed books)
- Iman bir rasul (faith in prophets)
- Iman bil yaom ul Akher (faith in judgment day)

Amal includes:

- Salat (Prayer),
- Sawm (Fast),
- Hajj (Pilgrimage)
- Zakat (Poor tax).

